Commonwealth of Virginia
Virginia Information Technologies Agency

COMPUTER BASED TRAINING PRODUCTS & SERVICES

Optional Use Contract

Date:	May 22, 2008
Contract #:	VA-080505-SKIL
Authorized User:	State Agencies, Institutions and Other Public Bodies as defined in the *Code of Virginia*, §2.2-4304
Contractor:	SkillSoft 107 Northeastern Boulevard Nashua, NH 03062
FIN:	02-0496115
Contact Person:	Mike Allen Phone: 919-380-2701 Fax: 919-380-2731 MAllen@skillsoft.com
Contract Discount From Price List:	See attached "Pricing Schedule" - Exhibit A
Term:	May 6, 2008 – April 30, 2010
Payment:	Net 30 days

For Additional Information, Please Contact:

Virginia Information Technologies Agency
Supply Chain Management

Doug Crenshaw
Phone: 804-416-6160
E-Mail: doug.crenshaw@vita.virginia.gov
Fax: 804-416-6361

NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at http://www.vita.virginia.gov/procurement/contracts.cfm

VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA): Prior review and approval by VITA for purchases in excess of $100,000.00 is required for State Agencies and Institutions only.

CONTRACT # VA-080505-SKIL

CONTRACT CHANGE LOG

Change No.	Description of Change	Effective Date

Virginia Information Technologies Agency

COMMONWEALTH of VIRGINIA

VIRGINIA INFORMATION TECHNOLOGIES AGENCY
SUPPLY CHAIN MANAGEMENT
11751 Meadowville Lane
Chester, VA 23836

INVITATION for BID: IFB 2008-08 R

Date Issued: March 5, 2008 Date/Time Due: Mar. 20, 2008 @ 2:00 pm Public Opening Date/Time: Mar. 20, 2008 @ 2:15 pm

THIS PROCUREMENT IS BEING CONDUCTED ON BEHALF OF VITA AND OTHER PUBLIC BODIES.
Sealed Bids for furnishing the Products and/or Services set forth in this Solicitation will be returned to the Issuing Office address above.
This is an advertised Solicitation consisting of the Adobe PDF file as posted in eVA, which contains(1) This page; (2) Solicitation Instructions; (3) Contract Terms and Conditions and all Exhibits thereto; and any other amendments, provisions, representations, certifications or specifications as are attached or incorporated thererein by reference.

SUPPLIER

COMPANY NAME:	SkillSoft	**SALES CONTACT:**	Mike Allen
ADDRESS:	107 Northeastern Blvd	**TITLE:**	Public Sector Account Executive
		PHONE NO:	919-380-2701
CITY/STATE/ZIP:	Nashua, NH 03062	**FAX:**	919-380-2731
FEIN:	02-0496115	**E-MAIL ADDRESS:**	MAllen@skillsoft.com
WEBSITE URL:	www.skillsoft.com	**Signature:**	Mark P. Murray Director, Corporate Accounting

COMPUTER BASED LEARNING PRODUCTS and SERVICES

Products/Services:	**Computer Based Training Products and Services**
Authorized Users:	**State agencies, institutions and other Public bodies as defined in VA Code § 2.2-4304.**
Contract Term:	**Two (2) years, with three optional one (1) year renewals**
Pricing:	**SEE Exhibit "A"**
Delivery:	**7 days After Receipt of Order (ARO), or as stated in order**
Shipping Costs:	**FOB Destination**
Pricing:	**Government and Education discounts taken from Index list price (see Pricing Schedule)**
Warranty:	**Standard warranty**
Orders:	**Order Process Required: via eVA Direct Order (preferred) or Local Purchase Order**

VITA SCM Contacts:

Solicitation
George S. Goodman, Jr.
Voice: (804) 416-6162
Fax: (804) 416-6361
E-mail Address george.goodman@vita.virginia.gov

Contract Administration/Compliance
Charles Townes, Acting Contracts Manager
(804) 416-6088
(804) 416-6361

This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, §2.2-4343.1 or against any Bidder because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

COMMONWEALTH *of* VIRGINIA

Lemuel C. Stewart, Jr.
CIO of the Commonwealth
Email: lem.stewart@vita.virginia.gov

Virginia Information Technologies Agency
11751 Meadowville Lane
Chester, Virginia 23836-6315
(804) 416-6100

George Goodman
804-416-6162

March 24, 2008

IFB #2008-08R
MEMORANDUM: All Potential Bidders
Re: Amendment # 2 to the IFB
Note: All potential bidders should sign this document in the space provided and return

The Solicitation documents, IFB #2008-08 for Computer Based Training and its Pricing Spreadsheet, issued on February 29, 2008 were previously amended on March 5, 2008.

The attached changes are made to the terms and conditions of IFB 2008-08R for Computer Based Training via this amendment #2.

The Due Date and Time of the IFB is here by changed to 2:00 pm on March 27, 2008.

George S. Goodman, Jr., Sourcing Specialist
Supply Chain Management, VITA

By signing and returning this document the bidder acknowledges all the changes incorporated herein.

Name of company: SkillSoft Corporation Date: 25 March 2008

Signature:

Title: Director – Corporate Accounting Telephone: 603-324-3000

IFB #2008-08R
MEMORANDUM: All Potential Bidders
Re: Amendment # 2 to IFB #2008-08R
March 24, 2008

This Amendment #2 to IFB #2008-08R, for Computer Based Training, modifies the terms and conditions set forth in the solicitation. This Amendment #2 is hereby incorporated into and made an integral part of any contract resulting from the award of the referenced solicitation and shall become binding upon contract award.

IFB #2008-08R, Exhibit D:

TERM OF LICENSE

Delete the entire paragraph and replace with the following:

"All licenses granted under this Contract are purchased on a nonexclusive, non-transferable license (without permission of the contractor) for the License Term set forth in the applicable Order, to use and to allow the applicable Authorized User to access and use the Contractor Product(s) set forth therein for internal training purposes only."

TERMS OF USE

i) Under this subsection (i) delete the word "unlimited".

iv) Add the following to the end of this subsection:

"Provided that VITA and the Authorized User(s) reproduce all copyright and other proprietary notices, VITA and the Authorized User(s) may make copies of the Contractor Product(s) available and licensed by VITA and the Authorized User(s) in CD-ROM format for deployment and backup purposes as reasonably necessary to carry out the rights expressly granted by the Contract. VITA and Authorized User(s) shall take all reasonable security precautions to ensure that only the authorized audience accessed the Contractor Property."

v) Add the following paragraph as subsection (v):

"Except as may otherwise be permitted in this Contract, VITA and Authorized User(s) shall not (a) reproduce publish, display, distribute, sell, sublicense, transfer, rent, lease, publish, broadcast, timeshare, loan, disclose, or otherwise make available the Contractor property, or any part thereof, to any third party; (b) reverse engineer, disassemble, decompile or otherwise attempt to derive source code from the Contractor Property, or any part thereof; (c) modify, translate, adapt, alter or create derivative works (as defined under the United States copyright laws) based upon the Contractor Property or any part thereof; (d) remove any proprietary notices, labels, or trademarks or service marks on any Contractor Property; (e) merge the Contractor Property, or any component thereof with another program (unless otherwise authorized herein); (f) use the Contractor Property, or any component thereof, for any purposes other than those explicitly stated in the Agreement; (g) have any right to any source code for the Contractor Property (h) permit

any party not specifically licensed herein to use the Contractor property; (i) use download functionality enhancement tolls for purposes contrary to those authorized under this Contract and any applicable Order; or (j) post any note or comment using a Contractor product which permits such posting functionality that is unlawful, hateful, defamatory, obscene, abusive, sexually explicit, racist, threatening or otherwise objectionable or encouraging of conduct that would constitute a criminal offense or give rise to civil liability. Further, VITA and the Authorized User(s) shall cooperate in Contractor's efforts to protect its rights in the Contractor Property."

SOFTWARE UPGRADES AND EVOLUTION

Add the following words at the end of the first sentence: "provided the Commonwealth pays annual subscription price in accordance with this agreement.

Delete the second sentence in its entirety.

Add the following paragraph to the end of this section:

"Except for Contractor's obligations under the paragraph above, in no event shall Contractor's aggregate liability arising out of any kind of claim (whether in contract, tort, or otherwise), under this Contract or arising out of or resulting from VITA's use of any Contractor Product(s) exceed twice the Commitment Fee paid under this Contract or award with respect to such Contractor Product(s)."

Lemuel C. Stewart, Jr.
Chief Information Officer

COMMONWEALTH of VIRGINIA
Virginia Information Technologies Agency
Supply Chain Management
11751 Meadowville Lane
Chester, Virginia 23836

Phone: (804) 416-6162
Fax: (804) 416-6361
Email: george.goodman
@vita.virginia.gov

March 14, 2008

QUESTIONS, ANSWERS AND COMMENTS FOR IFB #2008-08R

1. It is not the standard practice in this business, we believe, to offer perpetual licenses as requested by VITA. We believe the best value solution for VITA users is for annual subscription licenses.
   Ans. Agreed, the licensing term will be changed to an annual subscription type license instead of the requested perpetual license option.

2. What is the process for including additional product and service bundling options to provide VITA users with enhanced value?
   ans. Include any additional training offerings/pricing in an optional catalog/spreadsheet (i.e. additional or other courses, group or bundle pricing, etc.) but remember these additional offerings/pricing must be tied to the same benchmark as required in the two categories of 25 market basket sample. You are not required to price each additional course three times (i.e. one up, 2 to 10 and 11 to 25 etc.).

3. The only published pricing we maintain is our GSA Schedule. Is it acceptable to index VITA pricing and solutions to those offered on our GSA schedule?
   ans. It is completely acceptable to list GSA as your benchmark or the OEM which ever lists the pricing that you want to use in your benchmark index.

4. There will be an addendum issued Monday, March 17, 2008 changing some language of the Terms and Conditions but not changing any of the requirements.

5 Don't forget under Exhibit B: Section 1, G. 6. there is a requirement to provide a written confirmation from the Publisher or OEM stating that bidder is an authorized reseller of all Publisher or OEM products offered.

6 The Due Date for IFB #2008-8R will extended until March 26, 2008 at 2:00 p.m. EDST.

If you have any questions, please contact me at (804) 416-6162 or via email at george.goodman@vita.virginia.gov. Thanks so much.

/s/ George S. Goodman, Jr.
IT Sourcing Consultant

AN EQUAL OPPORTUNITY EMPLOYER

COMMONWEALTH *of* VIRGINIA

Lemuel C. Stewart, Jr.
CIO of the Commonwealth
Email: lem.stewart@vita.virginia.gov

Virginia Information Technologies Agency
11751 Meadowville Lane
Chester, Virginia 23836-6315
(804) 416-6100

George Goodman
804-416-6162

March 5, 2008

RFP 2008-08
MEMORANDUM: All Potential Bidders
Re: Amendment **# 1** to the IFB
Note: All potential bidders should sign this document in the space provided and submit with their response

The following changes were made to IFB 2008-08 via this amendment #1:

The Solicitation document, IFB #2008-08 for Computer Based Training, and accompanying Pricing Spreadsheet have been replaced in their entirety with IFB #2008-08R and the accompanying Revised Pricing Spreadsheet for IFB #2008-08R. Please disregard the IFB document #2008-08 and its Pricing Spreadsheet issued on February 29, 2008.

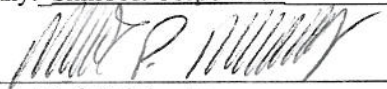
Changes to the IFB #2008-08 were primarily for the purpose of clarification and elimination of duplication. There were some changes in the software titles listed in the Pricing Spreadsheet to bring the listed software up to the latest versions.

The Due Date and Time of the IFB has not been changed.

George S. Goodman, Jr., Sourcing Specialist
Supply Chain Management, VITA

By signing and returning this document the bidder acknowledges all the changes incorporated herein.

Name of company: SkillSoft Corporation Date: 21 March 2008

Signature: 
Mark P. Murray

Title: Director, Corporate Accounting Telephone: 603-324-3000

SOLICITATION INSTRUCTIONS

A. Explanation to Bidders

Any request for clarification or explanation regarding this solicitation, including the specifications, terms and conditions, or Pricing Exhibit, must be submitted in writing to the Single Point of Contact (SPOC) identified on the cover page of this solicitation not later than five (5) days prior to bid opening.

BIDDER IS STRONGLY ADVISED TO READ THESE INSTRUCTIONS, REVIEW THE PRICING EXHIBIT located at "A", AND READ ALL TERMS AND CONDITIONS PRIOR TO SUBMITTING A BID. BIDDER IS FURTHER ADVISED TO CHECK THE VIRGINIA E-PROCUREMENT WEBSITE (http://www.eva.virginia.gov/) FOR ANY AMENDMENTS OR CHANGES TO THIS SOLICITATION. THIS SOLICITATION IS SUBJECT TO THE PROVISIONS OF THE VIRGINIA PUBLIC PROCUREMENT ACT (VPPA) (§§ 2.2-4300 et seq. of the ***Code of Virginia)***.

Any explanation from VITA will be in the form of an amendment to the solicitation (see "AMENDMENT OF SOLICITATION" below). Oral explanations or instructions given before the award of a contract will not be binding.

eVA, the Virginia e-procurement website, located at http://www.eva.virginia.gov/, also provides information about acquisitions conducted by VITA for Information Technology-related products and services. Bidders are invited to check eVA regularly. This solicitation and any related documents are available from eVA.

B. Amendment of Solicitation

Any amendment or change to this solicitation will be issued in writing and will identify the changes to be made in the bid. All amendments will be posted to eVA.

If the bid opening date is extended, the new date and time will be clearly shown on the face of the amendment.

Bidder is required to sign and return a copy of any and all amendments with its bid to indicate that it has a copy of the document(s) and is aware of the changes made.

C. Preparation of Bid

Bid shall be submitted on the forms furnished unless otherwise specified in the solicitation and must bear an original signature by an individual authorized to bind the company submitting the bid. If erasures or other changes appear on the form, each erasure or change must be initialed by the person signing the bid. Bids submitted by electronic means (e.g., e-mail, fax) other than eVA will not be considered. Bidder may not submit multiple (additional or alternate) bids in a single envelope.

Bidder is required to enter its Federal Employer Identification Number (FEIN) in the space provided on the cover page of this solicitation. Failure to enter a number in the space provided or to provide a correct FEIN may delay award or result in VITA determining that the Bidder is not able to conduct business with the Commonwealth. It is the Bidder's responsibility to provide the correct FEIN and to keep VITA updated as to any changes in Bidder's status.

The Pricing bid form may provide for submission of a price or prices for one or more items. All prices shall be entered in the Pricing Exhibit unless otherwise specified therein. The Pricing Exhibit A may be a representation of some sub-group of contract line items used simply for evaluation purposes, thus creating a "Market Basket" of contract items. This may be done in cases where a fixed contract discount percentage or other discount schedule is requested (such as separate government and education pricing/discounts) instead of actual line item prices. If discount pricing is requested, the discount bid must be taken from a publicly available price list (such as an OEM/publisher's "List Price" document or GSA Schedule).

Where the Pricing Exhibit A explicitly requires that the Bidder bid on all items (i.e., an all-or-none requirement), Bidder's failure to do so will disqualify the bid. When submission of a price on all items is not required, Bidder should insert the words "no bid" in the space provided for any item on which no price is submitted.

Bidder shall include with its bid a signed copy of the Certification Regarding Lobbying which is provided as Exhibit C to this solicitation.

Additional bids may be submitted, when in the Bidder's judgment it can provide more than one solution which meets the required specifications of the procurement. Any additional bid shall be submitted on either a duplicate copy of the bid document or on plain paper and shall be clearly identified with the words "ADDITIONAL BID" written or printed on the face of each additional bid. An additional bid shall not be considered unless detailed specifications or descriptions sufficient to establish quality, utility and merit accompany the additional bid.

BIDDERS SUBMITTING ADDITIONAL BIDS ARE REMINDED THAT THE TERMS AND CONDITIONS WHICH APPLY TO THE ORIGINAL BID SHALL ALSO APPLY TO THE ADDITIONAL BIDS AND ANY MODIFICATION TO

TERMS AND CONDITIONS OF A SOLICITATION OR THE ADDITION OF RESTRICTIVE PROVISIONS BY A BIDDER SHALL BE CAUSE FOR REJECTION OF ITS BID.

D. Submission of Bids

TO BE CONSIDERED, A BID MUST BE RECEIVED AT THE ISSUING OFFICE ADDRESS ON OR BEFORE THE DATE AND HOUR DESIGNATED. If hand carried, deliver to the VITA receptionist located at the Issuing Office address indicated on the cover page of this solicitation. Bidder must pay particular attention to ensure that the bid is properly addressed. VITA is not responsible if the bid is not properly addressed. VITA is not responsible if the bid does not reach the Issuing Office's address specified by the date and time identified on the cover page of this solicitation. Sealed bids received after the date and hour specified are automatically disqualified and will not be considered. All bids must be sealed, addressed to the address shown as the Issuing Office of the solicitation, and marked on the outside of the Bidder's envelope as in the example below. Failure of the Bidder to comply with the aforesaid sealing, addressing, and marking requirement may result in a premature opening of, or a failure to open, the bid.

From: Name of Bidder, Street or Box Number, City, State, ZIP Code Due Date IFB No.

Submission of a "no bid" is neither required nor requested.

By submitting a bid, Bidder certifies that it is not currently debarred by the Commonwealth of Virginia from submitting bids on Contracts for the type of goods and/or services covered by this solicitation, nor is Bidder an agent of any person or entity that is currently so debarred.

E. Registration with eVA

In order to be awarded any contract as a result of this solicitation, Bidder is required, by date of award, to be registered with eVA. If already registered with eVA, Bidder is advised to print the eVA page which lists its firm name and submit it with the bid response. If not registered, Bidder is advised to register at http://evaregishelp.dgs.virginia.gov.

Bidder is advised to print a copy of the completed registration confirmation and submit it with the bid response.

F. Late Bids, Modifications of Bids Or Withdrawals of Bids

Any bid received at the Issuing Office designated on the cover page of this solicitation after the exact date and time specified for receipt will not be considered for award.

A bid may be amended and/or withdrawn by a Bidder if the office issuing the bid receives a written request to amend or withdraw such bid before the date and hour for receipt of bids set forth on the cover page of this solicitation. The request must be signed by a person authorized to represent the person or firm that submitted the bid. Submission of a subsequent bid shall constitute the withdrawal of any prior bid submitted by the same Bidder on the same solicitation, unless specified otherwise.

G. Public Opening of Bids

Bids will be publicly opened at the time and date specified on the cover page of this solicitation. Bids will not normally be evaluated at the bid opening. All bids will be opened at the Issuing Office location shown on the cover page of this solicitation.

H. Demonstrations and Investigations

VITA reserves the right to require a Bidder to demonstrate, to the satisfaction of VITA, that the products or services offered will perform in a completely acceptable manner and will meet or exceed the specifications referenced in the solicitation. The demonstration site and time will be subject to agreement between VITA and Bidder.

VITA may make such reasonable investigations as deemed proper and necessary to determine the Bidder's qualifications to perform services or furnish the goods as outlined in this solicitation. The Bidder shall furnish to VITA all such information for this purpose as may be requested. VITA reserves the right to inspect the Bidder's physical facilities prior to award to satisfy questions regarding Bidder's capabilities. VITA further reserves the right to reject any bid if the evidence submitted by, or investigation of, such Bidder fails to satisfy VITA that such Bidder is qualified to carry out the obligations of the contemplated contract.

I. Pricing

Bidder is required to complete and submit the Exhibit A, Pricing included in this solicitation.

J. Contract Terms and Conditions

The terms and conditions contained in Exhibit D are mandatory and are the only terms and conditions that will govern any contract awarded as a result of this solicitation. Any modification, addition, clarification, or change to the mandatory terms and conditions by the Bidder shall cause the bid to be rejected.

If the Bidder includes additional terms and conditions, regardless of form, they will not be considered by VITA and will have no consequence to any resulting contract.

Neither VITA nor any public body which may place an order pursuant to any contract resulting from this solicitation is authorized to sign or execute any additional contract, license or other agreement, including shrink-wrap Software, containing contractual terms and conditions as a result of this procurement. Any documents signed by persons other than the individuals identified on the cover page of this solicitation, or individuals having contractually binding authority of the bidder, shall not be binding on VITA or any other public body. Bidder is encouraged to carefully read all of the Terms and Conditions prior to submitting a bid.

K. Bid Validity Period

Any bid submitted in response to this solicitation shall be valid for ninety (90) days. At the end of ninety (90) days the bid may be withdrawn at the written request of the Bidder. If the bid is not withdrawn at that time it shall remain in effect until an award is made or the solicitation is canceled.

L. Award of Contract

An award, if made, will be up to a total of four (4) responsive and responsible Bidders per category; three (3) with the lowest total price for the items listed on the Exhibit A, Pricing and one award may be made to a certified DMBE small business offering a reasonable price that is other than the lowest bidder.

VITA and any other public body or authorized user to place an order pursuant to any contract resulting from this solicitation reserve the right to purchase additional quantities of any of the items listed at the price quoted, or at a lower price, at any time during the term of the contract, if any, resulting from this solicitation, including any extensions thereto.

Pursuant to § 2.2-4318 of the Code of Virginia, VITA reserves the right to negotiate with the lowest responsive and responsible Bidder if such Bidder's bid exceeds available funds. VITA reserves the right to reject any or all bids, in whole or in part, to waive informalities and to delete items prior to making an award or awards, whenever it is deemed in the sole opinion of VITA to be in the best interest of the Commonwealth.

VITA, in its sole discretion, may not make an award to any Bidder who is not current with its Industrial Funding Adjustment (IFA) payments as of the date of the award. Pursuant to §2.2-4321.1 of the Code of Virginia, and except as provided therein, VITA is prohibited from awarding a contract to any Bidder who owes back taxes to the Commonwealth of Virginia.

No award shall be made pursuant to this solicitation to any Bidder who, as of the date of award, is debarred from being a contractor to the Commonwealth of Virginia.

No award shall be made pursuant to this solicitation to any Bidder who, as of the date of award, appears on any of the Lists of Parties Excluded from Federal Procurement and Non-procurement Programs. Any Bidder awarded a contract pursuant to this solicitation who becomes a party excluded from Federal Procurement and Non-procurement Programs is hereby notified that its status as such a party shall be grounds for termination of its contract.

M. Award Notices

Upon the completion of evaluation, and if VITA determines to make an award, VITA will post a NOTICE OF AWARD (NOA). The notice will be publicly posted ten (10) days on eVA.

TELEPHONIC REQUESTS FOR BID RESULTS WILL NOT BE HONORED. Results will be made available in eVA as soon as a decision is made.

N. Anti-Collusion Certification

By Bidder's signature on the face of its bid, Bidder certifies that its bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same equipment, software, or services, and is in all respects fair and without collusion or fraud. Bidder understands collusive bidding is a violation of the Virginia Governmental Frauds Act and Federal Law and can result in fines, prison sentences, and civil damage awards. Bidder agrees to abide by all conditions of this bid and Bidder's representative certifies that he or she is authorized to sign the bid for the Bidder's firm.

O. Protests of Awards

All protests of awards shall be conducted in accordance with the provisions of the VPPA and VITA's Alternative Dispute Resolution procedure.

P. Bidder Trade Secrets or Proprietary Information

VITA reserves the right to use information submitted in response to this document in any manner it may deem appropriate in evaluating the responsiveness and responsibility of the Bidder. Ownership of all data, materials, and documentation originated and prepared for VITA pursuant to this solicitation shall rest exclusively with VITA and shall be subject to public inspection in accordance with the §2.2-4342 of the Virginia Public Procurement Act and the Virginia Freedom of Information Act.

Trade secrets or proprietary information submitted by a bidder, offeror or contractor in connection with a procurement transaction or prequalification application submitted pursuant to subsection B of §2.2-4317 of the Code of Virginia shall not be subject to the Virginia Freedom of Information Act (§ 2.2- 3700 et seq.) if the bidder, offeror, or contractor requests protection of such trade secrets or proprietary information by the following:

i). invoking the protections of this section in writing prior to or upon submission of the data or other materials,

ii). identifying specifically the data or other materials to be protected, and

iii). stating the reasons why protection is necessary.

FAILURE TO COMPLY WILL RESULT IN THE DATA OR OTHER MATERIALS BEING RELEASED TO SUPPLIERS OR THE PUBLIC AS PROVIDED FOR IN THE VIRGINIA FREEDOM OF INFORMATION ACT.

Bidder must provide as a separate appendix to its bid a list of all pages in the bid that contain proprietary information and the reason it deems such information proprietary. Only pages referenced in that list will be treated as proprietary. The classification of an entire bid as proprietary or trade secret, or the classification of line item prices as proprietary or trade secret, is not acceptable and may be deemed non-responsive. Bidder may be asked to provide a fully redacted copy of its bid on CD-ROM and hardcopy to be utilized in those circumstances where public bid review is needed.

Q. Alternative Dispute Resolution

By signing and submitting a bid under this solicitation, the Bidder agrees to submit any dispute, protest, or appeal of a protest denial to VITA's alternative dispute resolution procedures. Such use of VITA's alternative dispute resolution procedures shall be concurrent with and not in lieu of the Bidder's other statutory protest appeals outlined in §§2.2-4364 and 4365 of the Code of Virginia.

R. Small, Woman, and Minority (SWaM) Owned Businesses and Service-Disabled Veteran-Owned Businesses

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation and strengthening of small businesses and businesses owned by women and minorities as well as businesses owned by service-disabled veterans and to encourage their participation in State procurement activities. The Commonwealth encourages all suppliers to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other contractual opportunities.

A supplier which is a SWaM business or a business owned by a service-disabled veteran, and is registered with the Department of Minority Business Enterprise (DMBE), should include a copy of its certification or its certification number in its proposal.. A Supplier which is a SWaM business or a business owned by a service-disabled veteran but which is not registered with DMBE, can register at http://www.DMBE.virginia.gov.

If Supplier intends to utilize subcontractors to provide any good or service under its contract then Supplier shall provide a Small Business Subcontracting plan. If Supplier does not plan to use subcontractors in executing a contract resulting from this IFB, Supplier shall so state.

By the 10th day of every month, Supplier shall submit to VITA the Small, Woman, and Minority Owned Business (SWaM) Subcontracting Monthly Report (template available at http://www.vita.virginia.gov/procurement/documents/SWaMSubcontractingReportTemplate.xls Supplier's report should include spend on all Supplier's contracts with second-tier suppliers which provide products or service under this Contract. Supplier shall submit the report to **SWaM@vita.virginia.gov**. The SwaM subcontracting report should also include spend on all Supplier's contacts with second-tier suppliers who may be small businesses owned by service-disabled veterans.

S. Solicitation Description and Invitation For Bid Process.

VITA will use the competitive sealed bidding process for this solicitation. Bidders must submit their responses in a sealed package; clearly marked **"IFB #2008-08R"** with the Due Date and Time clearly marked.

The solicitation consists of:

- IFB 2008-08R Cover Page
- Solicitation Instructions
- Exhibit A - Pricing
- Exhibit B - Requirements

- Exhibit C - Certification Regarding Lobbying
- Exhibit D – Contract Terms and Conditions

VITA reserves the right to initiate any inquiries and conduct any tests it may deem advisable and to make all evaluations necessary. VITA also reserves the right to reject any or all bids, in whole or in part, to waive informalities and to delete items prior to making the award, whenever it is deemed in the sole opinion of VITA to be in its best interest.

VITA, in its sole discretion, will **accept** or **reject** each Response, based upon each bid's responsiveness, the responsibility of the bidding firm, and Qualifications of the Bidder.

Bidders will be notified of the results of this competitive procurement when the Notice of Award is posted in eVA. Verbal or telephonic inquiries regarding the status of bids will not be accepted.

T. Contract Terms and Conditions

See the electronic document entitled "IFB 2008-08R Computer Based Training.doc" posted with this solicitation at the eVA website. Exhibit D contains the mandatory Contract Terms and Conditions. Bidder shall print a copy of the requested sections of the solicitation document, including any and all exhibits, attachments or amendments thereto, and include such copies with all required signatures, with its bid response.

EXHIBIT B: SECTION 1: IFB PROCEDURES

A. PURPOSE

The purpose of this Invitation for Bids is to establish a statewide contract for the purchase of computer based training (CBT) courses, materials and related services by Commonwealth entities, hereinafter called Authorized Users[1].

For purposes of this solicitation, CBT offerings are divided into two (2) course categories,

- Information Technology (IT) Professional Development,
- Desktop Applications/End User Computing.

A "market basket" sample of courses is listed in the "Pricing Spreadsheet" for award and evaluation purposes. However, this sampling is not intended to limit the bidder's course offerings and bidders are encouraged to list as many courses as they want to be included under a proposed contract, if so awarded by VITA.

Contract usage or purchase volume is uncertain for the awarded contracts. These contracts will be optional-use contracts. An award does not guarantee any purchase by a Commonwealth of Virginia Authorized User.

B. Scope

This document contains the instructions governing the bid offer being submitted and the material and format in which bid offers are to be structured. Also included are mandatory contractual terms and conditions.

1. GOVERNING DOCUMENTS

The governing documents for this solicitation shall be only the most recently dated solicitation as issued and published on the DGS website at: *www.http://www.eva.virginia gov* . These files include the IFB 2008-08 solicitation documents and MS Excel spreadsheet file for use in submitting the pricing and other data, as well as any and all appendices, attachments, answers to vendor questions, amendments and other pertinent documents if and as appropriate.

[1] Any state agency, institution of higher education, locality or local school division, political subdivision or other public body as defined in the Code of Virginia, §2.2-4304.

C. Pre-Bid Conference

None.

D. Vendor Understanding of Requirements

It is the Bidder's responsibility to inquire about and clarify any requirement of this IFB that is not clearly understood by the Bidder. Verbal questions are discouraged as verbal answers provided are non-binding to this solicitation. The Commonwealth will not be bound by any verbal responses to questions. All inquiries concerning this IFB should be submitted in writing to:

George S. Goodman
Virginia Information Technologies Agency
11751 Meadowville Lane
Chester, Virginia 23836

All written inquiries must be received by the Issuing Office on or before the close of business, March 14, 2008. E-mail is preferred. Please direct e-mail, with "IFB 2008-08R" in the Subject line, to the attention of : George . Goodman. at this e-mail address:

George.goodman@vita.virginia.gov

No further written inquiries will be accepted after the above referenced date. In the event the due date of this solicitation is changed, for whatever reason, further written inquiries must be received within sufficient time prior to the revised due date so that written amendment(s) can be issued in eVA.

E. Identification of Bids

The cover page of the solicitation must be returned, bearing the authorized signature of a responsible representative of the bidder, and other requested information on that page, including the offering firm's Federal Identification Number (FIN). One paper copy of the complete bid offer, including pricing must be submitted for contractual purposes. Bid offer must also be submitted on CD-ROM discs, and shall be clearly marked on the outside cover of all envelopes, boxes, CD-covers or packages, and also on the individual CD-ROM discs themselves, as follows:

From: Name of Bidder
Street or P.O. Box Number
City, State, Zip Code
IFB Number 2008-08R
(Bid offer, Redacted Bid Offer or Pricing Spreadsheet)

The CD-ROM discs must be individually labeled with their contents. The labeling information should be printed on the CD-ROM edia.

F. Oral Presentation/Demonstration

An oral presentation and or demonstration by the Bidder may be required. If an oral presentation/demonstration is required to clarify or substantiate any area contained in the bidder's response, the Issuing Office will schedule a time and place for the presentation. The bid offer must be complete in all respects, as oral presentations and demonstrations MAY NOT be scheduled. All costs incurred by a Bidder to provide oral presentations/demonstrations are the responsibility of the Bidder.

G. Bid Format

When preparing a bid offer, bidders must adhere to the following general instructions in order to bring clarity and order to their solicitation response and the subsequent evaluation process. The bid offer is to be delivered in several parts or elements, all within a single main response envelope labeled with the Bidder Firm name and the Solicitation number. All parts are to be submitted, both paper/hard copy and separate CD-ROM discs, each clearly and appropriately labeled. The required bid elements are as follows:

1. The first element is the cover sheet of this solicitation document. It must be signed by the Bidder's contractually binding authority, and must be submitted to the issuing Office identified on the face page of the solicitation. The firm's address, contact person and other information, including the firm's FEIN must also be entered in the spaces provided on this page.
2. One complete paper/hard copy of each separate bid offer, including the complete solicitation document, and hard copies printed from all files submitted on CD-ROM, must be submitted in a sealed envelope labeled *"IFB 2008-08R Bid Response – Paper Copy."* The paper/hard copy documents will be used for contractual purposes when making a bid award.

3. All CBT courses and related services offered must be listed in a **Listing Spreadsheet**. This Listing must include the information shown in the table below. A complete CBT product and optional service(s) listing shall consist of all:
   - CBT courses/products offered.
   - Related services offered.
   - Bid prices offered (derived from the Cost Ratio and URL, both from the **Pricing Spreadsheet**)
   - URL of Publisher's web page(s) where pricing can be verified and information and descriptions of CBT courses offered can be viewed.

All document(s) file(s) must also be submitted in an appropriately labeled sealed envelope, in MS Word format on an appropriately labeled CD-ROM disc, in a Table formatted as follows:

Company Name	*Course Title*	*Delivery Medium*	*Course ID#*	*Bid Price (CR x IP)*	*Cost Ratio*	*Index Price*	*Index URL*
SAMPLE CO.	MS Word 2003 – Level 1	1 user, CD-ROM	PI-111222c	$77	.77	$100	www.sampleco.com/msword/111222.htm !

4. **Pricing Spreadsheet**, (see Section 2). The Pricing Spreadsheet (downloaded from the eVA website) is to be submitted on a clearly marked CD-ROM disc. The Pricing Spreadsheet must be delivered in accordance with instructions contained in Section 2. Be advised, you are required to download a MS Excel spreadsheet file for your required use in submitting this cost information. You must follow the instructions given for downloading and supplying required information and costs by inserting data into the spreadsheet file supplied at the eVA website (see Section 1.10). This cost information must be submitted in MS Excel format, and only one CD-ROM disc is required.
5. A redacted bid offer, but only if necessary, for identification of proprietary information. The revised bid offer, with proprietary information redacted, is to be submitted on a separate CD-ROM disc. Data that has been removed must be so noted and there must be an explanation for each item removed as proprietary. NOTE: IT IS NOT ACCEPTABLE TO MARK AN ENTIRE DOCUMENT AS PROPRIETARY. IT IS ALSO UNACCEPTABLE TO MARK THE BID PRICING AS PROPRIETARY.

6. If the Bidder is not the Publisher or OEM of CBT products offered, the Bidder must supply a hard copy, written confirmation, signed by a responsible person from the Publisher or OEM, that states that the bidder is an authorized reseller of all Publisher or OEM products and services offered.

H. eVA Website

The Commonwealth maintains an e-procurement portal at http://www.eva.virginia.gov. Bidders are requested to check this site prior to submitting bids, in the event the solicitation is amended or extended. Failure to check for amendments does not relieve the Bidder from complying with all terms of any such amendment.

EXHIBIT B: SECTION 2 -_MANDATORY REQUIREMENTS

A. 1. CBT Categories and Requirements

The Commonwealth is seeking to establish multiple Statewide Master Contracts in two CBT categories. The categories are:

a. Information Technology (IT) Professional Development,
b. Desktop Applications/End User Computing.

B. A "market basket" sample of courses is listed in the "Pricing Spreadsheet" for award and evaluation purposes. However, this sampling is not intended to limit the bidder's course offerings and bidders are encouraged to list as many courses as they want to be included under a proposed contract, if so awarded by VITA.

c. The following mandatory requirements apply to these categories:

- The minimum number of course offerings to be listed in each category to be considered for award shall be:
  - 200 IT Professional Development courses
  - 200 Desktop Apps/End User Computing courses

- The following delivery mediums must be provided, but are not limited to:
  - DESKTOP based: (DISKETTE/CD-ROM/DVD-ROM (or other recorded, mailable medium)
  - WEB based: (Internet/Intranet, online or downloadable)
  - LAN based: (Customer Server, online or downloadable)

- The following course features must be provided, but are not limited to:
  - Skill Assessments
  - HELP feature
  - Book-marking
  - 30 Day No-Cost Preview
  - Administrative features:
    - registration
    - tracking
    - reporting

C. Bid Pricing (Pricing Schedule)

1. PRICING WORKSHEET:

BIDDERS MUST SUBMIT BID PRICING WITHIN THE PROVIDED MS EXCEL FILE, located herein as Exhibit "A", WHICH BEARS THE NAME OF:

"IFB 2008-08R Pricing Spreadsheet.xlsm"

2. THIS FILE MUST BE DOWNLOADED FROM THE eVA WEBSITE LOCATED AT URL:

http://www.eva.virginia.gov/

(α) **THIS FILE MUST BE USED UNMODIFIED (EXCEPT For Bidder Information and Pricing) FOR SUBMISSION OF ALL BID PRICING ON THE CD-ROM DISC SUBMITTED IN RESPONSE TO THIS SOLICITATION. PRICING not organized in this manner may cause bid to be ruled non-responsive for failing to specifically address these requirements.**

The instructions for completing the two category worksheets are re-printed here.

INSTRUCTIONS: On the following worksheets, enter your firm's data per the following instructions:

NOTE: Sample data, shown in red font color, has been inserted as a guide on each sheet.

Enter your firm's name in the "COMPANY NAME" column.

Enter your firm's course data that most closely matches the provided titles.

Enter the course ID number, your part number, as appropriate.

Enter your firm's bid price in the "BID PRICE" column. (NOTE: Bid Price = Index Price x Cost Ratio)

Enter the Publisher's purchase price in the "Index Price" column.

Enter the Publisher's website URL in the "INDEX URL" column (where the published index price for the course can always be found).

2. EVALUATION OF PRICING:

Evaluated Cost (**EC**) for each CBT course/product offered will be determined by the numeric sum of bid costs for the Market Basket Sampling of 15 courses (for single course, for 2 to 25 courses and for 100 courses) listed in the Pricing Spreadsheet workbooks, for each category, separately. Ranking of bidders within categories will be ordered in ascending **EC** for the purpose of making multiple awards, up to a total of 4 awards (one of the four will be made to a SWaM supplier) within the two CBT categories.

Awards will be made based upon lowest cost total for the 25 sample courses listed (single user delivered, 2 to 25 user delivered and 100 user delivered pricing). Other courses may be offered and bidders are encourage to list as many other courses as they can provide using the price index they have calculated/offered.

3. PRICE CHANGES:

ALL PURCHASE PRICES SHOWN FOR CBT courses/products/services MUST BE NOT-TO-EXCEED PRICES. At no time during this agreement will a Contractor be allowed to exceed the prices offered in the IFB response, except as provided herein. The Master Contract pricing shall therefore be Not-To-Exceed (NTE) pricing. VITA will use the NTE prices in the following manner. Pricing will be tied to an Index (i.e.OEM publisher listed price, etc.). CBT courses/products/services purchase prices ·red must be verifiable at the Publisher's or OEM's web site, from the Publisher's or OEM's web-published purchase prices. Government: (i.e. state and local, GSA) purchase prices are preferred, but the OEM's web-published purchase pricing for any class of customer (i.e. retail, etc.) may be utilized to index CBT courses/products/services offered. VITA will use the web-published pricing to calculate a CBT Cost Ratio (CR)[1]. For each training course, and related products and services, the web site URL identified for the OEM shall be the Index web site.

The CR will be determined by first calculating a contract dollar amount (CDA) equal to the purchase price offered. The CR is then calculated by dividing the CDA by the manufacturer's current published government purchase price (MPP). (Figures rounded to the nearest whole dollar.)

All subsequent contract item *purchase price* changes will be governed by the CR for the life of the Master Contract. Any new prices charged for product replacements, whether caused by manufacturer price changes, obsolescence, etc. shall maintain the CR established by the original CR calculation described above. (See example CR calculation below.)

(α) [1] **Example CR calculation**:

(β) Course ID# "X" purchase price offered is $109. Therefore, the CDA= $109.

(χ) The Publisher/OEM published government purchase price, for the same course ID#, is $149.99. Therefore, (using all rounded figures), CR = $109 / $150 = .726. (CR = CDA / MPP).

(δ) ***.73 (rounded)*** shall be the CR, for Course ID "X". This CR shall be maintained for the life of the contract for Course ID# "X".

(ε)

B. Product Substitutions

The Contractor may substitute or replace products that are of equal or greater value and equivalent or greater specification to ε ·ing contract items, as necessary, when the change is required due to the Publishers or OEM's course product/service

changes. All changes must be reflected on the Index web site/page designated for that item prior to substitutions of contract items. All subsequent contract item changes, including price, will be governed by the CR for the life of the Master Contract.

C. URL Changes

It is the intent of the Commonwealth to be able to use all URL(s) supplied with the bid offer for the life of the contract. In the event that the URL provided cannot be persistently maintained, the contractor must notify the Contracts Officer, VITA of any and all changes to the index URL(s) 30 days prior to any changes. For award purposes, the URL provided on the printed hard copy will be used to calculate the Cost Ratios for courses/products/services offered. Should any change to the URL(s) provided with the bid offer be made prior to award, but after this solicitation's due date, bidder must notify VITA/SCM immediately. E-mail notification is preferred. Please direct e-mail, with ***"IFB 2008-08R, URL Change Notification"*** in the Subject line, to the attention of George Goodman at the following e-mail address:

George.goodman@vita.virginia.gov

and also follow up the e-mail message notification with an original hard copy mailed to:

Mr. George Goodman
Virginia Information Technologies Agency
11751 Meadowville Lane
Chester, Virginia 23836

D. Bid Evaluation Period

The Commonwealth may elect to conduct testing of products offered before the award of the Contract. All Bidders should be prepared to provide offered courses/products for such testing prior to award. Should the Commonwealth elect to test a Bidder's offering, the Bidder must provide one (1) evaluation unit for each course listed in the Market Basket sampling. The Delivery dium specified in the Pricing Spreadsheet will determine how the product is provided for bid evaluation. If the Commonwealth determines that the Bidder's offering does not meet the specifications as stated in the IFB, the bid will be rejected. The Bidder shall be liable for all costs associated with the courses/products submitted for evaluation.

E. Warranty/Maintenance

Contractor shall provide a toll free technical support contact number where end user may obtain assistance with the installation, configuration and use of the CBT product identified in individual purchase orders for the duration of the contract term.

F. Use Restrictions

1. Title to all CBT products ordered under this contract shall remain solely that of the contractor.

2. Delivery medium specified shall determine how CBT products are to be licensed and used by the ordering Agency/Authorized Contract User(s). Usage rights extend to contractors employed by the ordering agency.

The ordering Agency is authorized to copy installed CBT products for backup and archival purposes only.

The ordering Agency shall be responsible for any and all problems arising from hardware or software compatibility problems arising from installation of the CBT product ordered. The contractor will assist in correcting any and all such problems to the maximum feasible degree.

H. eVA Business-To-Government Vendor Registration:

The eVA Internet electronic procurement solution, website portal www.eva.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution either through the eVA Basic Vendor Registration Service or eVA Premium Vendor Registration Service. All bidders or offerors must register in eVA; failure to register will result in the bid/proposal being rejected.

a. eVA Basic Vendor Registration Service: $25 Annual Registration Fee plus the appropriate order Transaction Fee specified below. eVA Basic Vendor Registration Service includes electronic order receipt, vendor catalog posting, on-line registration, electronic bidding, and the ability to research historical procurement data available in the eVA purchase transaction data warehouse.

b. eVA Premium Vendor Registration Service: $25 Annual Registration Fee plus the appropriate order Transaction Fee specified below. eVA Premium Vendor Registration Service includes all benefits of the eVA Basic Vendor Registration Service plus automatic email or fax notification of solicitations and amendments.

c. For orders issued prior to August 16, 2006, the Vendor Transaction Fee is 1%, capped at a maximum of $500 per order.

d. For orders issued August 16, 2006 and after, the Vendor Transaction Fee is:

(i) DMBE-certified Small Businesses: 1%, capped at $500 per order.

(ii) Businesses that are <u>not</u> DMBE-certified Small Businesses: 1%, capped at $1,500 per order.

EXHIBIT B: SECTION 3 - DATA SHEET

A. Qualifications of Offeror: Bidder must have the capability and capacity in all respects to fully satisfy all of the contractual requirements.
B. Must be an authorized reseller and /or approved provider of the products and/or services by the manufacturer.
C. Must have provided similar products/services in a similar environment. Please record such information in reference blocks below.
D. Years in Business: Indicate the length of time your company has been in business providing products/services requested herein.

_____8_____ Years_____7_____ Months (Incorporated 8 Aug 1989)

E. References: Indicate below a listing of references for which your company has recently provided this type of services. Include the dates service was provided, the name, address and phone number of person VITA has permission to contact.

Client	Street Address and Email Address	Contact Person and Phone Number	Begin and End Dates of Service
United State Air Force, Air Force Communications Agency	AFCA/CAFT 203 Losey St. Room 1200 Scott AFB, IL 62225-5219 lisa.mccoy@scott.af.mil	Lisa McCoy Chief, Training Management Branch 618-229-5698	Jul 1996- Sep 2012
United States Army	Army PMO DLS 11846 Rock Landing Drive, Ste B Newport News, VA 23606 Stanley.C.Davis@us.army.mil	Stanley C. Davis Deputy Product Manager & Project Officer, Army e-Learning Program 757- 369-3091	Nov 2006 – Oct 2011
Council for Logistics Research, Inc	201 12th St S. Suite 800 Arlington, VA 22202 roger-whitehead@comcast.net	Roger Whitehead Contracts Administrator 703-412-1563	Dec 2004 – Dec 2008
Virginia DOT	1401 East Broad Street Richmond, VA 23219 Jeffrey.shrader@vdot.virginia.gov	Jeff Shrader 804-786-4242	Oct 2003 – Oct 2008

EXHIBIT C: CERTIFICATION REGARDING LOBBYING

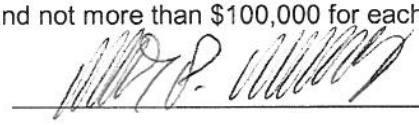
The undersigned certifies, to the best of his or her knowledge and belief, that:

i). No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee or an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.

ii). If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

iii). The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and Contracts under grants, loans and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Signature: 

Printed Name: Mark P. Murray

Organization: SkillSoft Corporation

Date: 25 March 2008

This Contract ("Contract") is entered into between the Virginia Information Technologies Agency (VITA) pursuant to §2.2-2012 of the Code of Virginia, (hereinafter referred to as "VITA") on behalf of the Commonwealth of Virginia and other public bodies ("Authorized User") identified on the VITA order to which these terms and conditions are attached ("Order"), and the supplier identified on such Order ("Contractor"). This Contract shall be effective upon execution of the Order by VITA and Contractor.

1. **SCOPE**
   Nothing contained in this Contract shall be construed as authority for either party to make commitments beyond the items set forth herein or on the Order.

2. INCORPORATED CONTRACTUAL PROVISIONS

The contractual provisions at the following URL are required provisions that are hereby incorporated by reference: http://www.vita.virginia.gov/procurement/documents/StatutorilyMandatedTsandCs.pdf

The contractual claims provision §2.2-4363 of the Code of Virginia and the required eVA provisions at http://www.vita.virginia.gov/procurement/documents/eVATsandCs.pdf are also incorporated by reference.

The terms and conditions in documents posted to the aforereferenced URLs are subject to change pursuant to action by the legislature of the Commonwealth of Virginia or the adoption of revised eVA business requirements. If a change is made to the terms and conditions, a new effective date will be noted in the document title. Contractor is advised to check the URLs periodically.

3. **Governing Law**
   This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

2. **Contract Term**
   The term of this Contract shall be two (2) years from the date of award by VITA with three optional one (1) year renewals at the sole discretion of the Commonwealth. Expiration of the term of the Contract shall not affect any perpetual license granted hereunder.

3. **TERMINATION AND CANCELLATION**
   VITA may terminate this Contract, in whole or in part, upon not less than thirty (30) days prior written notice at any time for any reason ("Termination for Convenience"). Upon Termination for Convenience, neither the Commonwealth, nor VITA, nor any Authorized User shall have any future liability except for services rendered or products delivered by Contractor prior to the termination date.

   VITA shall have the unilateral right to terminate this Contract for Default, in the event that any one or more of the following events of default occur or continue during the term of this Contract,

i). the Contractor shall fail to deliver the equipment or services required by this Contract within the time limits set forth in the Contract, or

ii). the Contractor shall repeatedly fail to respond to requests for maintenance or other services within the time limits set forth in the Contract, or

iii). the Contractor shall default on any of the other terms set forth within this Contract.

If VITA or an Authorized User deems the Contractor to be in default, VITA or VITA on behalf of any Authorized User shall issue a "Show Cause Notice" identifying the failure/nonperformance and providing Contractor ten (10) days to cure such failure/nonperformance. If Contractor fails to answer the Show Cause Notice, or does not correct the deficiencies noted, VITA may immediately terminate this Contract, in whole or in part. Such termination shall be deemed a Termination for Default. In such event, the Commonwealth will only be liable for

products and services accepted prior to the date of termination. All costs of de-installation and return of material will be the Contractor's expense.

The Commonwealth's failure to exercise its right to terminate for default under this provision shall not be construed as a waiver of its right to terminate, rescind or revoke this Contract in the event of any subsequent default on any provisions of this Contract.

Contractor shall submit for resolution any contractual dispute or order dispute to the Commonwealth according to the terms of the Disputes Section of this Contract. Termination of this Contract, for Convenience or for Default, shall not affect any perpetual license granted to an Authorized User pursuant to this Contract, provided such Authorized User has paid all fees for such license and unless Authorized User has terminated such license in accordance with this Contract.

4. **DEFAULT**
In case of failure to deliver goods or services in accordance with the Contract terms and conditions, VITA, after due written notice to contractor, may procure the goods and services from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies that VITA or the Authorized User may have.

5. **TERM OF LICENSE** - See Addendum #2 (Replaced)
All licenses granted under this Contract are purchased on a non-exclusive, non-irrevocable perpetual license basis and shall commence upon acceptance of the software by the Authorized User. It is expressly understood that "perpetual" license rights shall commence upon delivery of the Software to the Authorized User and shall exist in perpetuity unless otherwise terminated in accordance with the applicable provisions of the Contract. Notwithstanding the foregoing, VITA or the Authorized User may terminate any license at any time. This license is perpetual and in no event shall Contractor's remedies for any breach of this Contract include the right to terminate any license or support services hereunder.

6. **TERMS OF USE**
The rights of VITA or the Authorized User in software developed at private expense may be restricted by the Contractor in accordance with this Contract. At a minimum however, the Authorized User shall have:

i). ~~Unlimited~~ See addendum#2 use of such software on the equipment for which it is acquired or on any replacement equipment whether or not of similar processing power; See addendum#2

ii). Use of such software with a backup system if the system(s) for which or with which it was acquired is inoperative because of a malfunction, or during an emergency, or the performance of engineering changes or changes in features or model;

iii). The right to use such software at any Commonwealth installation to which the computer(s) may be transferred by the Commonwealth;

iv). The right to copy such software for safekeeping (archives) or backup purposes.

7. **No Shrink Wrap** See addendum #2
Notwithstanding any other provision or other unilateral license terms which may be issued by Contractor after the Effective Date of this Contract, and irrespective of whether any such provisions have been proposed prior to or after the issuance of an order for software, or the fact that such other agreement may be affixed to or accompany software upon delivery ("shrink wrap"), the terms and conditions set forth herein shall supersede and govern licensing and delivery of all products and services hereunder (and any EULA addendum to this contract, if applicable).

8. **WARRANTY**
Contractor warrants the operation of the software identified in this Contract for a minimum of twelve (12) months, or such longer period as may be agreed to, after installation. Software that fails to operate in accordance with the Contractor's Proposal or published specifications will be returned, at Contractor's expense, for replacement. Contractor agrees to replace any non-conforming software within five (5) calendar days after its receipt of the returned software. Warranty service shall include, but not necessarily be limited to, detection and correction or errors, updating of all software to operate with all updated or revised versions of the operating systems for which the software is licensed, and provision of enhancements to the software as they are generally made available. Warranty charges shall include unlimited telephonic support and all travel, labor, and documentation necessary to maintain the software in accordance with Contractor's published specifications.

Contractor warrants the operation of the software/firmware products identified in the Order for a period of twelve (12) months after acceptance. Products failing to meet vendor's published specifications will be

returned (at the Contractor's expense) for replacement or a full refund at the Authorized User's option. Contractor agrees to replace the software within three (3) days after receipt of the returned product.

9. Malicious Code

Contractor warrants that, to the best of its knowledge, there are no computer viruses, worms, time bombs, or similar components or undocumented features in the software at the time of delivery to an Authorized User; and the software does not contain any embedded device or code (e.g., time bomb) that is intended to obstruct or prevent any Authorized User's use of the software. Notwithstanding any rights granted under this Contract or at law, Contractor hereby waives under any and all circumstances any right it may have or may hereafter have to exercise Electronic Self-Help. Contractor agrees that an Authorized User may pursue all remedies provided under law in the event of a breach or threatened breach of this Section, including injunctive or other equitable relief.

10. SOFTWARE UPGRADES and Evolution See addendum #2

The Authorized User shall be entitled to receive any and all upgraded versions of the software that Contractor may make available in the future. The maximum charge to the Authorized User shall not exceed the differential cost of the original version compared to the price of the upgraded version. Should Contractor merge or splinter the Software previously provided to any Authorized User, such action on the part of Contractor shall not in any way result in any Authorized User being charged additional license or support fees in order to receive enhancements, releases, upgrade or support for the Software. See addendum #2

11. TESTING AND INSPECTION

The Authorized User reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.

12. DATE OF ACCEPTANCE

The date of acceptance for all software shall be the first day after completion of successful installation or testing, or the final acceptance of any services provided. The Authorized User shall be given fifteen (15) days to test the software or services provided under this Contract.

17. CONDITIONS OF PAYMENT

All equipment, software, or services provided by Contractor pursuant to this Contract shall be delivered/performed to the satisfaction of the Authorized User and in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations. Contractor shall not receive payment for defective material or work found by the Authorized User to be unsatisfactory, or performed in violation of federal, state, or local laws, ordinances, rules, or regulations.

18. NON-APPROPRIATION

All payment obligations under this Contract are subject to the availability of legislative appropriations at the federal, state, or local level, for this purpose. In the event of non-appropriation of funds, irrespective of the source of funds, for the items under this Contract, VITA may terminate this Contract, in whole or in part, or any order, in whole or in part, or an Authorized User may terminate an order, in whole or in part, for those goods or services for which funds have not been appropriated. Written notice will be provided to the Contractor as soon as possible after legislative action is completed. Termination for lack of appropriations shall not affect any perpetual license granted to an Authorized User pursuant to this Contract, provided such Authorized User has already paid all fees for such license.

19. TAXES

Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request, and can be obtained online at http://www.tax.state.va.us/. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

20. TITLE (SOFTWARE/FIRMWARE)

Contractor represents and warrants that it is the sole owner of the software or, if not the owner, has received all proper authorizations from the owner to license the software, and has the full right and power to grant the rights contained in this Contract. Contractor further warrants and represents that the software is of original development, and that the package and its use will not violate or infringe upon any patent, copyright, trade secret or other property right of any other person. Title for all material, other than software, provided pursuant to this Contract shall pass to the Authorized User upon payment.

21. Liability and Indemnification

Contractor agrees to indemnify, defend and hold harmless VITA, any Authorized User, their officers, directors, agents and employees ("Commonwealth's Indemnified Parties") from and against any and all third party claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, fines, judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Commonwealth's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any intentional or willful conduct or negligence of any employee or subcontractor of Contractor, (ii) breach of any representation, warranty or covenant of Contractor contained herein, (iii) any defect in the Software or the Services, or (iv) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Software or Services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code of Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to VITA or the Authorized User against whom the claim has been asserted.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Software or Services, and in addition to all other obligations of Contractor in this Section, Contractor shall at its expense, either (a) procure for all Authorized Users the right to continue use of such infringing Software or Services, or any component thereof; or (b) replace or modify such infringing Software or Services, or any component thereof, with non-infringing products or services satisfactory to VITA. And in addition, Contractor shall provide any Authorized User with a comparable temporary replacement Software or reimburse VITA or any Authorized User for the reasonable costs incurred by VITA or such Authorized User in obtaining an alternative product in the event such Authorized User cannot use the affected Software. If Contractor cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then Contractor shall accept the return of the infringing component of the Software or Services, along with any other components of any products rendered unusable by any Authorized User as a result of the infringing component, and refund the price paid to Contractor for such components.

EXCEPT WITH REGARD TO CLAIMS FOR PROPERTY DAMAGE, PERSONAL INJURY OR INFRINGEMENT, AND THE INDEMNIFICATION AND CONFIDENTIALITY OBLIGATIONS, WITH RESPECT TO EACH OF WHICH LIABILITY SHALL NOT BE LIMITED PURSUANT TO THIS SECTION, IN NO EVENT WILL ANY PARTY BE LIABLE TO ANY OTHER PARTY (OR THE INDEMNIFIED PARTIES OF SUCH PARTY) FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

22. CONFIDENTIALITY

When the software is proprietary to Contractor and has been developed or acquired at Contractor's expense, the Authorized User shall hold and use the software in the same manner as it would deal with its own confidential information. The Authorized User shall not knowingly divulge, nor knowingly permit any of its employees, agents, or representatives to divulge, any proprietary information with respect to the software, the technology embodied therein, or any other documentation, models, descriptions, forms, instructions or other proprietary information relating thereto, except as specifically authorized by Contractor, in writing, or as may be required by the laws of the Commonwealth of Virginia.

The Authorized User shall take all reasonable steps necessary or appropriate to insure compliance with this Section by the Authorized User's employees, agents and representatives, including copying reproducible legends and markings on all physical components of the software.

The Authorized User's obligation under this Contract shall terminate three years after the Authorized User ceases using the software containing the proprietary information. The Authorized User shall have no obligation under this section in the event Contractor's proprietary information or materials enter the public domain through no action of the Authorized User.

23. DISPUTES

In accordance with §2.2-4363 of the Code of Virginia, Contractual claims, whether for money or other relief, shall be submitted in writing to the public body from whom the relief is sought no later than sixty (60) days after final payment; however, written notice of the Contractor's intention to file such claim must be given to such public body at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. The relevant public body shall render a final decision in writing within thirty (30) days after its receipt of the Contractor's written claim.

The Contractor may not invoke any available administrative procedure under §2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the decision of the relevant public body on the claim, unless that public body fails to render its decision within thirty (30) days. The decision of the relevant public body shall be final and conclusive unless the Contractor, within six (6) months of the date of the final decision on the claim, invokes appropriate action under §2.2-4364, Code of Virginia or the administrative procedure authorized by §2.2-4365, Code of Virginia.

Upon request from the public body from whom the relief is sought, Contractor agrees to submit any and all contractual disputes arising from this Contract to such public body's alternative dispute resolution (ADR) procedures, if any. Contractor may invoke such public body's ADR procedures, if any, at any time and concurrently with any other statutory remedies prescribed by the Code of Virginia.

In the event of any breach by a public body, Contractor's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Contractor's remedies include the right to terminate any license or support services hereunder.

24. ASSIGNMENT OF CONTRACT

This Contract shall not be assignable by the Contractor in whole or in part without the written consent of VITA except as follows: Contractor may assign all or any of its rights and obligations to a third party as a result of a merger or acquisition or sale of all or substantially all of its assets to such third party so long as the assignee agrees in writing to be bound by the terms and conditions set forth in this contract, or to an affiliate of Contractor, provided Contractor remains liable for affiliate's compliance with the terms and conditions set forth in this Contract. VITA may assign this Contract to any entity, upon providing written notice to the contractor.

25. SEVERABILITY

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. VITA and Contractor further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

26. CONTRACTUAL RECORDS

All contractual books, records and other documents related to matters under this Contract shall be made available by Contractor to VITA and its designated agents for a period of three (3) years after final payment for purposes of audit and examination.

Contractual records are hereby further defined as this Contract and all delivery/purchase orders, invoices or correspondence directly relating to this agreement.

27. Additional Terms and Conditions and Amendments to the Contract

Any and all terms and conditions contained in, incorporated into, or referenced by the Contractor's proposal, quote, or bid shall be deemed invalid. This Contract may only be amended by an instrument in writing signed by VITA and Contractor.

skillsoft

Mike Allen
mallen@skillsoft.com

3/25/2008

		Requested Course Title	Delivery Medium/# users	ID #	Bid Price	CR	Index Price	Index URL
COMPANY NAME	*Ref. #*	Market Basket Sampling					(Enter the price found on the OEM's website.)	(Enter the Publisher's website where published pricing for the individual course can be found.)
sample data>>>		Visual Basic Introduction	single user delivered on CD-ROM	pl-111222s	$ 99.00	0.77	$ 129.00	http://xyzcompany.com/Cprice.html
sample data>>>		Visual Basic Introduction	2 to 25 users delivered LAN Based	pl-333444L	$ 149.00	0.83	$ 179.00	http://hhhcompany.com/Lcost.html
sample data>>>		Visual Basic Introduction	100 user delivered WEB Based	pl-1234W	$ 1,295.00	0.76	$ 1,695.00	http://hhhcompany.com/Wcost.html
		Professional Development Market Basket Courses (15)						
Enter the number of courses in your library for this categor				1,730+ (IT Library)				**GSA Pricing is 50-70% Discount off Commercial 3-Year Prices**
SkillSoft	*1A*	Working with TCP/IP	single user delivered on CD-ROM	221224_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*1B*	Working with TCP/IP	2 to 25 users delivered LAN Based	221224_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*1C*	Working with TCP/IP	100 user delivered WEB Based	221224_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*2A*	Moving to Visual Basic .NET	single user delivered on CD-ROM	61588_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*2B*	Moving to Visual Basic .NET	2 to 25 users delivered LAN Based	61588_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*2C*	Moving to Visual Basic .NET	100 user delivered WEB Based	61588_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*3A*	JavaScript: Language Basics	single user delivered on CD-ROM	115406_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*3B*	JavaScript: Language Basics	2 to 25 users delivered LAN Based	115406_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*3C*	JavaScript: Language Basics	100 user delivered WEB Based	115406_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*4A*	Design Concepts for Web Sites	single user delivered on CD-ROM	31587_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*4B*	Design Concepts for Web Sites	2 to 25 users delivered LAN Based	31587_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*4C*	Design Concepts for Web Sites	100 user delivered WEB Based	31587_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm

SkillSoft	5A	Introduction to Oracle and SQL in Oracle Database 10g	single user delivered on CD-ROM	216104_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	5B	Introduction to Oracle and SQL in Oracle Database 10g	2 to 25 users delivered LAN Based	216104_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	5C	Introduction to Oracle and SQL in Oracle Database 10g	100 user delivered WEB Based	216104_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6A	Windows Server 2003: Managing the Server Environment	single user delivered on CD-ROM	123605_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6B	Windows Server 2003: Managing the Server Environment	2 to 25 users delivered LAN Based	123605_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6C	Windows Server 2003: Managing the Server Environment	100 user delivered WEB Based	123605_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7A	Managing and Maintaining SQL Server 2005 Databases	single user delivered on CD-ROM	234704_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7B	Managing and Maintaining SQL Server 2005 Databases	2 to 25 users delivered LAN Based	234704_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7C	Managing and Maintaining SQL Server 2005 Databases	100 user delivered WEB Based	234704_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8A	ANSI C Programming: Introducing C	single user delivered on CD-ROM	116604_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8B	ANSI C Programming: Introducing C	2 to 25 users delivered LAN Based	116604_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8C	ANSI C Programming: Introducing C	100 user delivered WEB Based	116604_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9A	Introduction to Cisco Security Design Concepts	single user delivered on CD-ROM	108679_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9B	Introduction to Cisco Security Design Concepts	2 to 25 users delivered LAN Based	108679_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9C	Introduction to Cisco Security Design Concepts	100 user delivered WEB Based	108679_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm

SkillSoft	*10A*	Introduction to UNIX	single user delivered on CD-ROM	78920_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*10B*	Introduction to UNIX	2 to 25 users delivered LAN Based	78920_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*10C*	Introduction to UNIX	100 user delivered WEB Based	78920_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*11A*	The Database Design Methodology	single user delivered on CD-ROM	78580_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*11B*	The Database Design Methodology	2 to 25 users delivered LAN Based	78580_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*11C*	The Database Design Methodology	100 user delivered WEB Based	78580_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*12A*	Web Development Fundamentals	single user delivered on CD-ROM	211519_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*12B*	Web Development Fundamentals	2 to 25 users delivered LAN Based	211519_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*12C*	Web Development Fundamentals	100 user delivered WEB Based	211519_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*13A*	XML Language Basics	single user delivered on CD-ROM	70151_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*13B*	XML Language Basics	2 to 25 users delivered LAN Based	70151_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*13C*	XML Language Basics	100 user delivered WEB Based	70151_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*14A*	Networking Security Fundamentals	single user delivered on CD-ROM	211518_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*14B*	Networking Security Fundamentals	2 to 25 users delivered LAN Based	211518_ENG	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*14C*	Networking Security Fundamentals	100 user delivered WEB Based	211518_ENG	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*15A*	Data Warehousing: Fundamentals	single user delivered on CD-ROM	DW0001E	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*15B*	Data Warehousing: Fundamentals	2 to 25 users delivered LAN Based	DW0001E	$102.25	1.10	$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*15C*	Data Warehousing: Fundamentals	100 user delivered WEB Based	DW0001E	$247.50	1.10	$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm

skillsoft

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3/25/2008

		Requested Course Title	Delivery Medium/# users	ID #	Bid Price	CR	Index Price	Index URL
COMPANY NAME	Ref. #	Market Basket Sampling					(Enter the price found on the OEM's website.)	(Enter the Publisher's website where published pricing for the individual course can be found.)
sample data>>>		MS Word, Level 1	single user delivered on CD-ROM	pl-111222C	$ 99.00	0.77	$ 129.00	http://xyzcompany.com/Cprice.html
sample data>>>		MS Word, Level 1	2 to 25 users delivered LAN Based	pl-333444L	$ 149.00	0.83	$ 179.00	http://hhhcompany.com/Lcost.html
sample data>>>		MS Word, Level 1	100 user delivered WEB Based	pl-1234W	$ 1,295.00	0.76	$ 1,695.00	http://hhhcompany.com/Wcost.html
		Desktop Applications/End User Computing (15)						
Enter the number of courses in your library for this catego				**387+ (Desktop Library)**				**GSA Pricing is 50-70% Discount off Commercial 3-Year Prices**
SkillSoft	1A	Getting Started with Word 2003	*single user delivered on CD-ROM*	112997_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	1B	Getting Started with Word 2003	*2 to 10 users delivered LAN Based*	112997_ENG	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	1C	Getting Started with Word 2003	*11 to 25 users delivered WEB Based*	112997_ENG	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	2A	Basic Features of Excel 2003	*single user delivered on CD-ROM*	113187_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	2B	Basic Features of Excel 2003	*2 to 10 users delivered LAN Based*	113187_ENG	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	2C	Basic Features of Excel 2003	*11 to 25 users delivered WEB Based*	113187_ENG	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	3A	Creating Basic Presentations using PowerPoint 2003	*single user delivered on CD-ROM*	121838_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	3B	Creating Basic Presentations using PowerPoint 2003	*2 to 10 users delivered LAN Based*	121838_ENG	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	3C	Creating Basic Presentations using PowerPoint 2003	*11 to 25 users delivered WEB Based*	121838_ENG	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	4A	Getting Started with Access 2003	*single user delivered on CD-ROM*	125937_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm

SkillSoft	4B	Getting Started with Access 2003	2 to 10 users delivered LAN Based	125937_ENG	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	4C	Getting Started with Access 2003	11 to 25 users delivered WEB Based	125937_ENG	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	5A	Creating and Defining a Project	single user delivered on CD-ROM	132490_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	5B	Creating and Defining a Project	2 to 10 users delivered LAN Based	132490_ENG	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	5C	Creating and Defining a Project	11 to 25 users delivered WEB Based	132490_ENG	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6A	Advanced Formatting in Word 2007	single user delivered on CD-ROM	mo_adwd_a01_dt_enus	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6B	Advanced Formatting in Word 2007	2 to 10 users delivered LAN Based	mo_adwd_a01_dt_enus	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6C	Advanced Formatting in Word 2007	11 to 25 users delivered WEB Based	mo_adwd_a01_dt_enus	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7A	Excel 2007 Formulas and Functions	single user delivered on CD-ROM	mo_bgex_a04_dt_enus	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7B	Excel 2007 Formulas and Functions	2 to 10 users delivered LAN Based	mo_bgex_a04_dt_enus	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7C	Excel 2007 Formulas and Functions	11 to 25 users delivered WEB Based	mo_bgex_a04_dt_enus	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8A	Getting Started with PowerPoint 2007	single user delivered on CD-ROM	mo_bgpp_a01_dt_enus	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8B	Getting Started with PowerPoint 2007	2 to 10 users delivered LAN Based	mo_bgpp_a01_dt_enus	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8C	Getting Started with PowerPoint 2007	11 to 25 users delivered WEB Based	mo_bgpp_a01_dt_enus	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9A	Getting Started with Access 2007	single user delivered on CD-ROM	mo_bgac_a01_dt_enus	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9B	Getting Started with Access 2007	2 to 10 users delivered LAN Based	mo_bgac_a01_dt_enus	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9C	Getting Started with Access 2007	11 to 25 users delivered WEB Based	mo_bgac_a01_dt_enus	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	10A	Specifying and Assigning Resources in Project 2007	single user delivered on CD-ROM	mo_bgpr_a02_dt_enus	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	10B	Specifying and Assigning Resources in Project 2007	2 to 10 users delivered LAN Based	mo_bgpr_a02_dt_enus	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	10C	Specifying and Assigning Resources in Project 2007	11 to 25 users delivered WEB Based	mo_bgpr_a02_dt_enus	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm

SkillSoft	*11A*	Getting Started with Windows Vista	*single user delivered on CD-ROM*	mv_wveu_a01_it_enus	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*11B*	Getting Started with Windows Vista	*2 to 10 users delivered LAN Based*	mv_wveu_a01_it_enus	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*11C*	Getting Started with Windows Vista	*11 to 25 users delivered WEB Based*	mv_wveu_a01_it_enus	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*12A*	Installing Windows Server 2003	*single user delivered on CD-ROM*	119151_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*12B*	Installing Windows Server 2003	*2 to 10 users delivered LAN Based*	119151_ENG	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*12C*	Installing Windows Server 2003	*11 to 25 users delivered WEB Based*	119151_ENG	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*13A*	Tracking, Categorizing, Searching, and Printing in Outlook 2003	*single user delivered on CD-ROM*	131341_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*13B*	Tracking, Categorizing, Searching, and Printing in Outlook 2003	*2 to 10 users delivered LAN Based*	131341_ENG	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*13C*	Tracking, Categorizing, Searching, and Printing in Outlook 2003	*11 to 25 users delivered WEB Based*	131341_ENG	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*14A*	Getting Started with Outlook 2007	*single user delivered on CD-ROM*	mo_bgol_a01_dt_enus	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*14B*	Getting Started with Outlook 2007	*2 to 10 users delivered LAN Based*	mo_bgol_a01_dt_enus	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*14C*	Getting Started with Outlook 2007	*11 to 25 users delivered WEB Based*	mo_bgol_a01_dt_enus	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*15A*	Getting Started with FrontPage 2003	*single user delivered on CD-ROM*	121449_ENG	$10.69	1.10	$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*15B*	Getting Started with FrontPage 2003	*2 to 10 users delivered LAN Based*	121449_ENG	$40.92	1.10	$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	*15C*	Getting Started with FrontPage 2003	*11 to 25 users delivered WEB Based*	121449_ENG	$111.25	1.10	$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm

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		Developing with IBM Rational Application Developer for WebSphere Software V6.0		
			Rational Application Developer Workbench	228133_ENG
			Java Development with Rational Application Developer	228134_ENG
			Web Development with Rational Application Developer	228136_ENG
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			Packaging and Deployment in Rational Application Developer	228139_ENG
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			Getting Started with Java	212087_ENG
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			Operators and Flow Control in Java	212088_ENG
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			Reference Types and Threading	212202_ENG
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			J2SE 5.0 Language Features	220575_ENG
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			Getting started with Java	220915_ENG
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			Creating Classes in Java	220917_ENG
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			Generics and Annotations	222163_ENG
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			Exception Handling and Assertions	220920_ENG
			Java Programming with J2SE 5: Java Utilities	220921_ENG
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			Java Programming with Java SE 6.0: Working with Classes in Java	252347_ENG
			Java Programming with Java SE 6.0: Generics and Annotations	252348_ENG
			Java Programming with Java SE 6.0: Reference Types and Threading	252349_ENG
			Java Programming with Java SE 6.0: Exception Handling and Assertions	252350_ENG
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			70-310 Developing XML Web Services and Server Components with Microsoft Visual Basic .NET and the Microsoft .NET Framework	TP70310_ENG
			70-315 Developing and Implementing Web Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET	TP70315_ENG
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			70-528 VB - TS: Microsoft .NET Framework 2.0 - Web-Based Client Development	TP70528VB_ENG
			70-536 C# - TS: Microsoft .NET Framework 2.0 - Application Development Foundation	TP70536CS_ENG
			70-536 VB - TS: Microsoft .NET Framework 2.0 - Application Development	TP70536VB_ENG
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			CX-310-055 Sun Certified Programmer for the Java 2 Platform 5.0	TP310055_ENG
			TestPrep 220-602 A+ IT Technician	TP220602_ENG
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			TestPrep 70-526 C# - TS: Microsoft .NET Framework 2.0 - Windows-Based Client Development	TP70526CS_ENG
			70-529 VB - TS: Microsoft .NET Framework 2.0 - Distributed Application Development	TP70529VB_ENG
			70-529 C# - TS: Microsoft .NET Framework 2.0 - Distributed Application Development	TP70529CS_ENG
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			Laptop Components, Peripherals, and Networks	242526_ENG
			Operating Systems	242527_ENG
			Security, Safety, and Communication	242528_ENG
		CompTIA A+ 2006 IT Technician		
			Installing, Configuring, and Troubleshooting PC Components	245875_ENG
			Working with Laptops and Portable Devices	245876_ENG
			Understanding and Maintaining Networks	245877_ENG
			Maintaining Operating Systems	245878_ENG
			Installing and Troubleshooting Printers and Scanners	245879_ENG
			Managing IT Security	245880_ENG
			Recognizing Safety Procedures, Effective Communication, and Professional Behavior	245881_ENG
		CompTIA A+ 2006 Remote Support Technician		
			Adding, Optimizing, and Troubleshooting PC Components	250846_ENG
			Understanding and Supporting Networks	250847_ENG
			Managing Operating Systems	250848_ENG
			Adding and Fixing Printers and Scanners	250875_ENG
			Implementing IT Security	250883_ENG
			Using Effective Remote Communication	250893_ENG
		CompTIA A+ 2006 Depot Technician		
			Working with Personal Computer Components	251132_ENG
			Managing Laptops and Portable Devices	251133_ENG
			Maintaining Printers and Scanners	251134_ENG
			Implementing IT Security and Workplace Safety Measures	251135_ENG
		CompTIA A+ 2003 Operating System Technologies		
			Operating System Technologies: Concepts and Installation	126771_ENG
			Operating System Technologies: Configuration	126984_ENG
			Operating System Technologies and the Networking Environment	126983_ENG
			Operating System Technologies: Management and Troubleshooting	126791_ENG
	CompTIA Operating Systems and Servers			
		CompTIA Server+ 2005		
			Servers and their Components	222045_ENG
			IDE, SCSI, and Server Storage	223341_ENG
			Installation and Configuration	222046_ENG
			Upgrading	222047_ENG
			Disaster Recovery and Server Backups	222048_ENG
			Maintenance and Environment	222049_ENG
			Troubleshooting Servers	222050_ENG
	Windows SharePoint Services 3.0			
		Microsoft SharePoint Services (WSS) 3.0		
			Deploying Windows SharePoint Services 3.0	253345_ENG

			Configure Network Infrastructure for Windows SharePoint Services 3.0	253356_ENG
			Configure Security for Windows SharePoint Services 3.0	253366_ENG
			Administer Windows SharePoint Services 3.0	253377_ENG
			Advanced Customization in Windows SharePoint Services 3.0	253390_ENG
			Monitor Windows SharePoint Services 3.0	253399_ENG
	Microsoft SharePoint Server 2007			
		Microsoft Office SharePoint Server 2007 Administration		
			Implementing Microsoft Office SharePoint Server 2007	251962_ENG
			Configuring Microsoft Office SharePoint Server 2007 Content Management	251978_ENG
			Configuring Microsoft Office SharePoint Server 2007 Business Forms	251988_ENG
			Configuring Microsoft Office SharePoint Server 2007 Business Intelligence	251998_ENG
			Managing Microsoft Office SharePoint Server 2007 Administration	252008_ENG
			Upgrading to Microsoft Office SharePoint Server 2007	252030_ENG
	IT Professional			
		Microsoft Exchange Server 2007 Admin		
			Preparing the Exchange Server 2007 Infrastructure	es_mxsa_a01_it_enus
			Installing and Transitioning to Exchange Server 2007	es_mxsa_a02_it_enus
			Managing Exchange Server 2007	es_mxsa_a03_it_enus
			Managing Default, Custom,and Public Folders in Exchange Server 2007	es_mxsa_a04_it_enus
			Connectors, Transport Rules, and Message Compliance in Exchange Server 2007	es_mxsa_a05_it_enus
			Accessing Exchange Server 2007 Remotely	es_mxsa_a06_it_enus
			Data Protection in Exchange Server 2007	es_mxsa_a07_it_enus
			Disaster Recovery with Exchange Server 2007	es_mxsa_a08_it_enus
			Monitoring and Security in Exchange Server 2007	es_mxsa_a09_it_enus
			Configuring Outlook 2007 for Exchange Server 2007	es_mxsa_a10_it_enus
		IT Infrastructure Library (ITIL) Foundations V3		
			ITIL and the Service Lifecycle	ib_itil_a01_it_enus
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			Service Design Fundamentals	ib_itil_a04_it_enus
			Service Design Processes	ib_itil_a05_it_enus
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		Microsoft Windows Vista Enterprise Support		
			Configuring and Troubleshooting Windows Vista Security	mv_mvet_a03_it_enus
	Microsoft Support Technologies			
		Microsoft MCDST: Supporting Users and Troubleshooting a Windows XP Operating		
			Managing and Troubleshooting Desktop Storage and Settings	216150_ENG
			Managing and Troubleshooting Devices, Drivers, Local Security, and User Logon	216159_ENG
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			Managing and Troubleshooting Network Protocols and Operating System Performance	216170_ENG
			Managing and Troubleshooting Resources	216128_ENG
		Microsoft MCDST: Supporting Users and Troubleshooting Desktop Applications on a		
			Resolving Issues with the Operating System and Office Applications	214710_ENG
			Resolving Issues with Outlook and Outlook Express	214818_ENG

			Resolving Issues with Hardware and Network Connectivity	214830_ENG
			Resolving Issues with Internet Explorer, Application Security, and Security Incidents	214839_ENG
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			Installing Windows Server 2003	119151_ENG
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		Microsoft Windows Server 2003: Upgrading Support Skills for MCSEs on Windows 2000		
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			Network Infrastructure and topologies for Windows 2003 Enterprise networks	119912_ENG
			Designing and Managing Internet Connectivity in Windows 2003	119924_ENG
			Planning and Designing an Active Directory Infrastructure	119934_ENG
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			Planning, Implementing and Maintaining User, Computer, and Group Policies and Strategies	119958_ENG
			Planning and Designing a Security Infrastructure	119968_ENG
		Microsoft Windows Server 2003: Updating Support Skills for MCSAs on Windows 2000		
			Getting Started with Windows Server 2003	117907_ENG
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		Microsoft Windows Server 2003: Managing and Maintaining the Server Environment		
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		Microsoft Windows Server 2003: Planning and Maintaining a Network Infrastructure		
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		Microsoft Windows Server 2003: Designing an Active Directory and Network		
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			Microsoft Windows Server 2003: The Network Services Infrastructure Conceptual and Logical Design	116156_ENG
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		Microsoft Windows Server 2003: Designing Security for Networks		
			Windows Server 2003: Security Basics	201375_ENG
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		Microsoft Windows 2003 Server: Migrating from NT Server 4.0 to .NET Directory Services		
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			Windows 2000 Script Host: Automating Administration Tasks	115304_ENG
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			Windows 2000 - Groups and Terminal Services	112818_ENG
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			Windows 2000 - Advanced File and Folder Management	112876_ENG
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		Microsoft Windows 2000: Core Technologies		
			Windows 2000: Core Technologies - Network Fundamentals	112501_ENG
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		Managing Microsoft Windows 2000 in a Network Environment		
			Managing Resources, File Systems, Disks, and Web Services in Windows 2000	67380_ENG
			Managing and Monitoring Network Security, Routing, and TCP/IP in Windows 2000	67419_ENG
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			Managing Groups and Replication through the Active Directory in Windows 2000	67483_ENG
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			Windows 2000 - Network Design: Networking	113780_ENG
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		Microsoft Windows 2000: Active Directory Design		
			Microsoft Windows 2000 - Active Directory Design: Directory Services Infrastructure	113960_ENG
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			Windows 2000 - Active Directory Security and Management	113598_ENG
			Windows 2000 - Active Directory Group Policy	119842_ENG
		Microsoft Windows 2000: Security Design		
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		Microsoft Windows 2000 Professional: Getting Started		
			Windows 2000 Professional: Getting Started	115193_ENG
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		Microsoft Windows 2000 - Migration Design		

			Windows 2000 - Migration Design: Upgrade and Migration Strategies	115227_ENG
			Windows 2000 - Migration Design: Deployment	115245_ENG
			Windows 2000 - Migration Design: Restructuring	115287_ENG
		Microsoft Windows 2000 Server Technologies: Designing Highly available Web Solutions		
			Highly Available Web Infrastructure Solutions in Microsoft Windows 2000	66242_ENG
			Technologies for Highly Available Solutions in a Windows 2000 Environment	66273_ENG
			Highly Available Network Services and Logical-Network Solutions in Windows 2000	66296_ENG
			Highly Available Physical-Network Solutions in a Windows 2000 Environment	66315_ENG
		Implementing Microsoft Cluster Service on Windows 2000 Advanced Server		
			Introduction to Clustering in a Microsoft Windows 2000 Environment	38413_ENG
			Cluster Administration and Resource Management in Microsoft Windows 2000	38418_ENG
			Cluster Maintenance and Troubleshooting in Microsoft Windows 2000	38423_ENG
	Microsoft Exchange 2003			
		Microsoft Exchange Server 2003: Implementing and Managing a Messaging		
			Exchange Server 2003: Installation	131361_ENG
			Exchange Server 2003: Upgrades and Migration	131363_ENG
			Exchange Server 2003: Configuration for Exchange and Foreign Messaging Systems	131364_ENG
			Exchange Server 2003: Configuration for Management	131719_ENG
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			Exchange Server 2003: Core Component Management	131366_ENG
			Exchange Server 2003: Computer Management	131367_ENG
			Exchange Server 2003: Security Implementation	131368_ENG
		Microsoft Exchange Server 2003: Designing a Messaging Organization		
			Exchange Server 2003: Designing and Planning Deployment	206379_ENG
			Exchange Server 2003: Planning for Active Directory and Designing a Messaging Infrastructure	206380_ENG
			Exchange Server 2003: Designing Data Management and Fault Tolerance	206381_ENG
			Exchange Server 2003: Designing Server and Client Connectivity	206382_ENG
			Exchange Server 2003: Planning Security	206383_ENG
	Microsoft Exchange Server 2000			
		Introducing Microsoft Exchange 2000 Server		
			Basic Concepts of Exchange 2000 Server	31526_ENG
			Active Directory in Exchange 2000 Server	31531_ENG
		Designing and Deploying Microsoft Exchange 2000 Server		
			Analyzing Requirements and Resources for Microsoft Exchange 2000 Server	31866_ENG
			Designing an Exchange 2000 Model	31870_ENG
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			Deploying and Troubleshooting Exchange 2000 Server	31882_ENG
		Implementing and Administering Microsoft Exchange 2000 Server		
			Installing and Upgrading Exchange 2000 Server	31535_ENG
			Configuring Exchange 2000	31541_ENG
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	Microsoft Small Business Server 2000			

		Microsoft Small Business Server 2000 Solutions		
			Small Business Server 2000	10827_ENG
		Microsoft Small Business Server 2000: Advanced Features		
			Microsoft Small Business Server 2000 Administration	35380_ENG
			Microsoft Small Business Server 2000 Features	35386_ENG
	Microsoft Internet Security and Acceleration Server 2000			
		Deploying and Administering Microsoft Internet Security and Acceleration Server 2000		
			Installation of ISA Server 2000	37403_ENG
			Access Policies, Caching, and VPNs in Microsoft ISA Server 2000	37408_ENG
			Firewalls and Access to Internal Resources with Microsoft ISA Server 2000	37413_ENG
			Monitoring, Reporting, and ISA Server Enterprise Edition	37418_ENG
	Microsoft Internet Information Services 5.0			
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			Installing and Integrating Internet Information Services 5.0	35686_ENG
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	Oracle Operating Systems and Servers			
		Oracle Application Server 10g: Administration I		
			Oracle Application Server 10g: Introduction	216868_ENG
			Oracle Application Server 10g: Infrastructure and Middle Tier Installation	216879_ENG
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			Oracle Application Server 10g: General Management and Directives for the HTTP Server	216903_ENG
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		Oracle Application Server 10g: Administration II		
			OracleAS 10g: Managing Customized Topologies and Distributing Infrastructure Components	222590_ENG
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			OracleAS 10g: XML Applications, Web Services, and Monitoring	222607_ENG
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	Sun Solaris 9			
		Sun Microsystems Solaris 9: System Administration I		
			Solaris 9 Installation and OpenBoot	71568_ENG
			Solaris 9 System Administration	71585_ENG
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			Solaris 9 Management Tools	76289_ENG

			Solaris 9 Security	76291_ENG
		Sun Microsystems Solaris 9: System Administration II		
			Solaris 9 Advanced Installation	79046_ENG
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	Novell SUSE Linux			
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			Installing SUSE Linux	230281_ENG
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			Networking and UNIX Name Resolution	107849_ENG
			Managing UNIX Clients	211844_ENG
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		UNIX: Operating System Fundamentals		
			Introduction to UNIX	78920_ENG
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			Unix Shell Scripting Basics	83855_ENG
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		UNIX: The User Environment		
			Customizing the UNIX User Environment	80536_ENG
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	Lotus Domino R6			
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			Linux Kernel Compilation and System Startup	221118_ENG
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			WebSphere 5.0 Application Server Architecture	205046_ENG
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			Configuring WebSphere 5.0 System Management	205049_ENG
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			WebSphere 5.0 Application Assembly and Deployment	206480_ENG
			WebSphere 5.0 Security Configuration Fundamentals	205050_ENG
			Securing Resources in the WebSphere 5.0 Environment I	205051_ENG
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			Configuring CSIv2, SAS, and SSL in WebSphere 5.0	206482_ENG
			WebSphere 5.0 Workload Management, Scalability, and Failover	205052_ENG
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			Installation of ISA Server 2004	220808_ENG
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			Firewall Configuration on ISA Server 2004	220812_ENG
			Caching Configuration on an ISA Server 2004	222623_ENG
			Monitoring and Reporting in ISA Server 2004	220813_ENG
		Microsoft Project Server 2003: Planning, Deploying, and Managing an Enterprise Project		
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			SharePoint 2003 Fundamentals	213750_ENG
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			Managing Users and Sites in SharePoint 2003	213799_ENG
			Troubleshooting and Disaster Recovery of SharePoint 2003	213809_ENG
			Managing Portal Sites and Using SharePoint 2003 with Office 2003	213818_ENG
		Microsoft Systems Management Server 2003: Management and Administration		
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			OracleAS 10g: Enterprise Identity Management Express Guide Volume III	pc_eg_orc020
			OracleAS Portal 10g: Build Corporate Portals Express Guide Volume II	pc_eg_orc021
			OracleAS Portal 10g: Build Portlets with PL/SQL Express Guide Volume II	pc_eg_orc022
			Oracle Discoverer Administrator 10g: Develop an EUL Express Guide Volume I	pc_eg_orc010
			Oracle Discoverer Administrator 10g: Develop an EUL Express Guide Volume II	pc_eg_orc018
	Microsoft SQL Server 2005			
		Microsoft SQL Server 2005: Implementation and Maintenance		
			Installing SQL Server 2005	234620_ENG
			Configuring SQL Server 2005	234633_ENG
			Creating and Implementing Database Objects in SQL Server 2005	234647_ENG

			Retrieving Data and Running Queries in SQL Server 2005	234661_ENG
			SQL Server 2005 Messaging and Querying Tools	234686_ENG
			Managing and Maintaining SQL Server 2005 Databases	234704_ENG
			SQL Server 2005 Database Performance and Optimization	234718_ENG
			Monitoring and Diagnosing Database Problems in SQL Server 2005	234730_ENG
			SQL Server 2005 High Availability and Disaster Recovery	234771_ENG
			SQL Server 2005 Backup and Restores	234927_ENG
		Microsoft SQL Server 2005: Infrastructure Design		
			Designing a Database Server Infrastructure for SQL Server 2005	236740_ENG
			Designing Security for a Database Server Infrastructure for SQL Server 2005	236752_ENG
			Designing the Physical Database for SQL Server 2005	236765_ENG
			Designing a Database Server High Availability Solution for SQL Server 2005	236779_ENG
			Designing a Database Failover Solution for SQL Server 2005	236789_ENG
			Designing a Database Server Data Recovery Solution for SQL Server 2005	236970_ENG
		Microsoft SQL Server 2005: Database Maintenance		
			Optimizing SQL Server 2005 Performance	237852_ENG
			Optimizing a Database Data Recovery Plan for SQL Server 2005	237864_ENG
			Monitoring and Maintaining a Database in SQL Server 2005	237874_ENG
			Managing Data Between Servers and Databases	238143_ENG
			Managing and Maintaining Database Security in SQL Server 2005	238510_ENG
			Managing Database Data in a SQL Server 2005 Environment	237888_ENG
ENTERPRISE RESOURCE PLANNING SYSTEMS				
	Oracle 11i			
		Oracle 11i E-Business Suite: Essentials for Implementers		
			Oracle 11i E-Business Suite: Introduction	232548_ENG
			Oracle 11i E-Business Suite: Multi-Org	232549_ENG
			Oracle 11i E-Business Suite: Flexfields	232550_ENG
			Oracle 11i E-Business Suite: System Administration	232551_ENG
			Oracle 11i E-Business Suite: Workflow, Alerts, and Daily Business Intelligence	232552_ENG
		Oracle 11i E-Business Suite: System Administrator Fundamentals		
			Oracle 11i: Function Security and Data Security	234037_ENG
			Oracle 11i: Roles, Delegated Administration, Registration, and Auditing	234038_ENG
			Oracle 11i: Concurrent Elements	234039_ENG
			Oracle 11i: Profile Options, DBA Duties, and Printer Management	234040_ENG
			Oracle 11i: Personalization of Forms and OA Framework Pages	234041_ENG
			Oracle 11i: Oracle Workflow	234043_ENG
			Oracle 11i: System Monitoring and Troubleshooting in OAM	234044_ENG
		Oracle 11i: Project Foundation Fundamentals		
			Oracle 11i: Project Management and Projects Integration	238819_ENG
			Oracle 11i: Organization, Period, and Calendar Definitions in Oracle Projects	238828_ENG
			Oracle 11i: Resource and Role Management	238838_ENG
			Oracle 11i: Oracle Projects Security Model and Page Layouts	238847_ENG
			Oracle 11i: Oracle Projects and Task Definition I	238856_ENG
			Oracle 11i: Oracle Projects and Task Definition II	238857_ENG
			Oracle 11i: User-Defined Attributes, Implementation Options, and Utilization	238858_ENG

			Oracle 11i: Organization Forecasting and Integration	238869_ENG
		Oracle 11i: Navigate Oracle Applications		
			Oracle 11i: Using the Navigator, Forms, and Online Help	242461_ENG
			Oracle 11i: Concurrent Processing, Requests, Profiles, and Forms	242480_ENG
	SAP R/3 Release 4.6			
		Moving to SAP R/3 Release 4.6		
			Navigating SAP R/3 Release 4.6	7198_ENG
			Using SAP R/3 Release 4.6	7202_ENG
		Overview of SAP R/3 Release 4.6		
			SAP R/3 Release 4.6 Fundamentals	15110_ENG
		SAP Overview for Project Teams		
			SAP Overview	234171_ENG
			mySAP Finance Modules	234268_ENG
			mySAP Logistics Modules	234277_ENG
			mySAP ERP Architecture	234278_ENG
			SAP R/3 Administration	234279_ENG
			Planning and Implementing SAP Projects	234280_ENG
			SAP NetWeaver	234281_ENG
		SAP ABAP Programming Fundamentals		
			ABAP Fundamentals	235539_ENG
			ABAP Programming I	235540_ENG
			ABAP Programming II	235541_ENG
	Express Guides			
		Oracle Express Guide Series		
			Oracle Application Server 10g R2: Administration I Express Guide Volume I	pc_eg_444497
			Oracle Application Server 10g R2: Administration I Express Guide Volume II	pc_eg_444498
WEB DESIGN				
	Web Site Design - Principles			
		Web Site Design - Principles		
			Design Concepts for Web Sites	31587_ENG
			Advanced HTML Design Elements	31592_ENG
			Advanced Technology Concepts for Web Designers	31607_ENG
	Web Authoring Tools & Languages			
		Web Services		
			Emerging Web Service Standards	218847_ENG
			Web Services and Service-oriented Architecture	218846_ENG
			Using SOAP	218848_ENG
			Using WSDL	218849_ENG
			Using UDDI	218850_ENG
			Web Services Security	218851_ENG
	Macromedia			
		Macromedia Flash MX 2004: Media Design		
			Introduction to Creating Graphics in Flash MX 2004	222258_ENG
			Using Text in Flash MX 2004	222262_ENG
			Animation, Sound, and Video in Flash MX 2004 Movies	222263_ENG
			Introduction to ActionScript in Flash MX 2004	222264_ENG
			Navigation and Movie Publishing Flash MX 2004	222407_ENG
		Macromedia Freehand 10: Foundation		
			Basic Concepts of FreeHand 10	69361_ENG
			Documents in FreeHand 10	69440_ENG

			Objects in FreeHand 10	69678_ENG
		Macromedia FreeHand 10: Getting Started		
			Getting Started with FreeHand 10	39596_ENG
		Macromedia Freehand 10: Moving On		
			Moving on with FreeHand 10	39822_ENG
		Macromedia FreeHand 10: Up and Running		
			Up and Running with Freehand 10	39825_ENG
		Macromedia Flash 8		
			Introduction to the features of Flash 8	234939_ENG
			Using Text and Components in Flash 8	234940_ENG
			Animation in Flash 8	234941_ENG
			ActionScript, Sound, and Video in Flash 8	234942_ENG
			Workflow, Navigation, and Publishing in Flash 8	234943_ENG
		Macromedia Dreamweaver 8: Website Development		
			Setting up a Site and Adding Content in Dreamweaver 8	237336_ENG
			Adding Links, Images, and Flash Objects in Dreamweaver 8	237337_ENG
			Tables, Accessibility, and Standards in Dreamweaver 8	237338_ENG
			Reusing Content in Dreamweaver 8	237339_ENG
			Creating Interactive Web Pages in Dreamweaver 8	237340_ENG
			Working with Cascading Style Sheets in Dreamweaver 8	237341_ENG
			Site Testing and Maintenance in Dreamweaver 8	237342_ENG
	Microsoft FrontPage			
		Microsoft Office 2000: FrontPage 2000		
			Microsoft Office 2000 - Beginning FrontPage	112290_ENG
			Microsoft Office 2000 - Advanced FrontPage	112291_ENG
		Microsoft Office XP: Beginning FrontPage 2002		
			FrontPage 2002 Basics	114938_ENG
			Enhancing and Managing Web Sites with FrontPage 2002	114955_ENG
	Adobe			
		Adobe Photoshop CS		
			Photoshop CS Basics	222499_ENG
			Advanced Tools in Photoshop CS	222588_ENG
			Selections and Layers in Photoshop CS	222585_ENG
		Adobe Illustrator CS		
			Preparing and Drawing Objects in Adobe Illustrator CS	222221_ENG
			Using Type and Fills and Importing Artwork in Illustrator CS	222233_ENG
			Special Effects, Layers, and Styles in Illustrator CS	222244_ENG
		Adobe GoLive 5: Getting Started		
			Getting Started with GoLive 5	40847_ENG
		Adobe GoLive 5: Moving On		
			Moving On with GoLive 5	40853_ENG
		Adobe GoLive 5: Up and Running		
			Up and Running with GoLive 5	40850_ENG
		Adobe Illustrator 9.0: Getting Started		
			Getting Started with Illustrator 9.0	37606_ENG
		Adobe Illustrator 9.0: Up and Running		
			Up and Running with Illustrator 9.0	39040_ENG
	Scripting and Web Languages			
		Introduction to XML: Language Basics		
			XML Language Basics	70151_ENG
			Style Sheets and Links	70152_ENG
		JavaScript Client-Side Scripting		

			JavaScript: Language Basics	115406_ENG
			JavaScript: Scripting	115427_ENG
		Microsoft VBScript: Language Basics		
			VBScript - Elements, Arrays, Procedures, and Program Flow	116523_ENG
			VBScript- Functions, Core Objects, and Classes	116524_ENG
		DHTML Basics		
			DHTML and Cascading Style Sheets	110402_ENG
			Making Content Dynamic with DHTML	109372_ENG
		Advanced XML		
			Structuring XML	213606_ENG
			Advanced Schemas	215282_ENG
			Transforming and Formatting XML	213612_ENG
			Querying, Navigating, and Linking XML Data	213638_ENG
			XML APIs	213609_ENG
			Extending XML	213614_ENG
	Mentoring Assets			
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			Mentoring 502 Macromedia Flash MX 2004 Designer	mnt502
			Mentoring 1D0-510 CIW v5 Foundations	mnt1d0510
	Test Preps			
		Test Preps		
			1D0-510 CIW v5 Foundations	TP1D0510_ENG
			502 Macromedia Flash MX 2004 Designer	TP502_ENG
IT BUSINESS				
	IT Business			
		Strategic IT Planning		
			Setting the Stage for IT Success	STGY0221
			Strategic Decision Making	STGY0222
			IT Challenges: Present and Future	STGY0223
			Strategic IT Planning Simulation	STGY0220
		Moving from Technical Professional to Management		
			Management Development for Technical Professionals	MGMT0121
			Communication Skills for Successful Management	MGMT0122
			Process Management Skills	MGMT0123
			Leadership Development for Technical Professionals	MGMT0124
			Strategies for Transitioning into Management	MGMT0125
			Transitioning From Technical Professional to Management	MGMT0120
			From Technical Professional to Leadership Simulation	MGMT012S
		Managing Technical Professionals		
			Understanding Technical Professionals	MGMT0291
			Attracting, Motivating, and Retaining Technical Professionals	MGMT0292
			Models for Managing Technical Professionals	MGMT0293
			Developing Career Plans for Your Technical Professionals	MGMT0294
		Technical Support Agent Skills		
			The Contact Center and Technical Support Agent	CUST0161
			Technical Support Essentials	CUST0162
			Assessing Customer Behavior	CUST0163
			Technical Support Agent Survival Skills	CUST0164
			Technical Support Agent Skills Simulation	CUST0160
		IT Infrastructure Library (ITIL) Foundations		
			ITIL: The Service Desk and Incident Management	CUST0181
			ITIL: Configuration and Release Management	CUST0182

			ITIL: Service Level and Capacity Management	CUST0183
			ITIL: Problem and Change Management	CUST0184
			ITIL: Continuity and Availability Management	CUST0185
			ITIL: Financial and Security Management	CUST0186
		HDI - Customer Support Specialist, Professionalism		
			The Customer Support Specialist (CSS)	cust_01_a01_bs_enus
			Support Center Services	cust_01_a02_bs_enus
			Establishing Team and Customer Relationships	cust_01_a03_bs_enus
			Customer Support Specialist Professionalism Simulation	CUST001A
		HDI - Customer Support Specialist		
			Interacting with the Customer	cust_02_a01_bs_enus
			Effective Communication Skills	cust_02_a02_bs_enus
			Managing Conflict, Stress, and Time	cust_02_a03_bs_enus
			Customer Support Specialist Simulation	CUST002A
		HDI - Customer Support Specialist, Process		
			Customer Service Procedures	cust_03_a01_bs_enus
			Managing the Quality of the Customer Support Service Center	cust_03_a02_bs_enus
			Management Tools and Metrics	cust_03_a03_bs_enus
		Internal Consulting for the Technical Professional		
			The Technical Professional as Internal Consultant	CONS0131
			Creating Effective Contracts	CONS0132
			Using Data as a Technical Professional Consultant	CONS0133
			Resistance and Technical Professional Consultants	CONS0134
	Test Preps			
		Test Preps		
			HDI Customer Support Specialist	TPHDO400_ENG
			Information Technology Infrastructure Library Foundations (ITIL)	TPITILFV1_ENG
	Mentoring Assets			
		Mentoring Assets		
			Mentoring hdo-400 HDI Customer Support Specialist (CSS)	mnthdo400
			Mentoring Information Technology Infrastructure Library Foundations (ITIL)	mntitilfv1
PROJECT EFFECTIVENESS				
	Project Management Curriculum			
		Project Management for Non-Project Managers		
			Project Management Fundamentals	proj_01_a01_bs_enus
			Transitioning into a Project Management Role	proj_01_a02_bs_enus
			Initiating and Planning a Project	proj_01_a03_bs_enus
			Managing a Project	proj_01_a04_bs_enus
			Troubleshooting and Closing the Project	proj_01_a05_bs_enus
			Project Management for Non-Project Managers Simulation	PROJ001A
		Program Management (PMI Standard-aligned)		
			Introduction to Program Management	proj_02_a01_bs_enus
			Program Lifecycle and Organization	proj_02_a02_bs_enus
			Program Management Processes and the Initiating Process Group	proj_02_a03_bs_enus
			Program Planning	proj_02_a04_bs_enus
			The Execution Process Group	proj_02_a05_bs_enus
			Monitoring, Controlling, and Closing Programs	proj_02_a06_bs_enus
		Portfolio Management (PMI® Standard-aligned)		
			Introduction to Portfolio Management	proj_03_a01_bs_enus
			Portfolio Management Processes and the Organization	proj_03_a02_bs_enus

			Portfolio Management Processes	proj_03_a03_bs_enus
		Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)		
			An Introduction to Project Management	PROJ0511
			Project Lifecycles and Stakeholders	PROJ0512
			Introduction to Project Process Groups and Initiating a Project	PROJ0513
			Project Planning	PROJ0514
			Executing, Monitoring & Controlling, and Closing a Project	PROJ0515
			Project Management Essentials Simulation	PROJ0510
			Project Management Essentials	BLTPR051
		Project Integration Management (PMBOK® Guide - Third Edition-aligned)		
			Initiating a Project and Preparing the Project Plan	PROJ0521
			Project Integration: Executing and Completing a Project	PROJ0522
		Project Scope Management (PMBOK® Guide - Third Edition-aligned)		
			Planning Project Scope	PROJ0531
			Controlling Project Scope	PROJ0532
		Project Time Management (PMBOK® Guide - Third Edition-aligned)		
			Elements of Project Time Management	PROJ0541
			Project Scheduling	PROJ0542
		Project Cost Management (PMBOK® Guide -Third Edition-aligned)		
			Estimating Activity Costs	PROJ0551
			Budgeting and Controlling Costs	PROJ0552
		Project Quality Management (PMBOK® Guide - Third Edition-aligned)		
			Planning for Quality	PROJ0561
			Performing Quality Assurance and Control	PROJ0562
		Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)		
			Elements of Project Human Resource Management	PROJ0571
			Implementing Project Human Resource Management	PROJ0572
			Project Human Resources Management Simulation	PROJ0570
		Project Communications Management (PMBOK® Guide - Third Edition-aligned)		
			Communications Planning and Information Distribution	PROJ0581
			Performance Reporting and Stakeholder Management	PROJ0582
			Project Communications Management Simulation	PROJ0580
		Project Risk Management (PMBOK® Guide - Third Edition-aligned)		
			Planning and Identifying Project Risk	PROJ0591
			Analyzing Project Risk	PROJ0592
			Responding to and Controlling Project Risk	PROJ0593
		Project Procurement Management (PMBOK® Guide - Third Edition-aligned)		
			Planning Project Procurement and Requesting Seller Responses	PROJ0601
			Choosing Sellers and Administering and Closing Contracts	PROJ0602
			Project Procurement Management Simulation	PROJ0600
		Managing Software Project Outsourcing		
			Making the Right Outsourcing Decision	232192_ENG
			Planning the Outsourcing Deal	232202_ENG
			The Outsourcing Project	232209_ENG
			Determining Project Quality Standards and Milestones	232224_ENG
			Measuring Project Outsourcing Success	232292_ENG
		Project Management Professional Responsibility		
			Ethics and Professional Knowledge	PROJ0041
			Stakeholder Interests and Cultural Diversity	PROJ0042
		Project Management for IT Professionals		
			Introduction to IT Project Management	PROJ0351
			Functions of IT Project Management	PROJ0352

			The Life Cycle of an IT Project	PROJ0353
			Managing the Execution and Control of IT Projects	PROJ0354
			Managing Efficiencies of IT Projects	PROJ0355
			Project IT Management Simulation - The Early Stages	PROJ0350
			Project IT Management Simulation - Design to Rollout	PROJ035S
			Final Exam: Project Management for IT Professionals	FE0013_eng
		Strategic Project Management for IT Projects		
			Strategic Planning and Positioning for IT Projects	PROJ0361
			Strategic Approaches to Managing IT Projects	PROJ0362
			Estimating the IT Project Work Effort	PROJ0363
			IT Project Leadership, Authority & Accountability	PROJ0364
			Managing Multiple IT Projects	PROJ0365
			Cost Management and IT Project Trade-offs	PROJ0366
			Strategic Project Management for IT Projects Simulation	PROJ0360
			Final Exam: Strategic Project Management for IT Projects	FE0014_eng
		Test Prep		
			TestPrep Certified Associate in Project Management (CAPM)	TPCAPM_ENG
			Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	TPPMP3ED_ENG
		Mentoring Assets		
			Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	mntpmp3ed
			Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned	mntcapm3ed
		Project Management Express Guide Series		
			Project Management Professional Certification (PMP) 2005 Express Guide	pc_eg_444123
	Team Building Curriculum			
		Creating High-performance On-site and Virtual Teams		
			Launching Successful On-site and Virtual Teams	TEAM0151
			Leading Successful On-site Teams	TEAM0152
			Leading Virtual Teams	TEAM0153
			Facilitating On-site and Virtual Teams	TEAM0154
			Creating High-Performance and Virtual Teams Simulation	TEAM0150
			Leading Virtual Teams Simulation	TEAM015S
			Creating High-performance On-site and Virtual Teams	BLTTE015
		Participating in Teams		
			Effective Team-building Strategies	TEAM0171
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			The Individual's Role in a Team	TEAM0173
			Participating in Teams Simulation	TEAM0170
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		Making Teams Work: Capitalizing on Conflict		
			Team Conflict: The Seeds of Dissent	TEAM0211
			Analyzing Workplace War Zones	TEAM0212
			Getting Past Clashes: Valuing Team Diversity	TEAM0213
			Conquering Conflict through Communication	TEAM0214
			The Path to Peace and Harmony	TEAM0215
			Manager's Performance Guide - Team Conflict Skills	TEAM0216
			Making Teams Work Simulation	TEAM0210
	Business Analysis			
		Certified Business Analysis Professional (CBAP)		
			Core Concepts in Business Analysis	cons_01_a01_bs_enus

			Enterprise Analysis and Making a Business Case	cons_01_a02_bs_enus
			Introduction to Requirements Planning	cons_01_a03_bs_enus
			Requirements Planning and Management	cons_01_a04_bs_enus
			Eliciting Requirements	cons_01_a05_bs_enus
			Analyzing Requirements Using Models	cons_01_a06_bs_enus
			Refining and Documenting Requirements	cons_01_a07_bs_enus
			Communicating and Implementing Requirements	cons_01_a08_bs_enus
NETg IT				
	Application Development			
		Application Development		
			Advanced Testing Methodologies	en_US_16348_ng
			Best Practices in Test Driven Development	en_US_16349_ng
			Structured System Analysis	en_US_16345_ng
			Programming Methodologies and Strategy	en_US_16346_ng
			Basic Testing Methodologies	en_US_16347_ng
	CompTIA			
		CompTIA		
			CompTIA Linux+ 2004: Security	en_US_16263_ng
			CompTIA Linux+ 2004: Documentation & Hardware	en_US_16264_ng
			CompTIA Linux+ 2004: Installation	en_US_16260_ng
			CompTIA Linux+ 2004: Management	en_US_16261_ng
			CompTIA Linux+ 2004: Configuration	en_US_16262_ng
	e-Business			
		e-Commerce		0
			e-Commerce Implementation Issues	en_US_16465_ng
			Building an e-Commerce Business Case	en_US_16466_ng
			Introduction to e-Commerce	en_US_16462_ng
			Evaluating e-Commerce Options	en_US_16463_ng
			e-Commerce Security	en_US_16464_ng
		e-Business		
			e-Business Part 7: Satisfying the Customer	en_US_16473_ng
			e-Business Part 8: Supply Chain Management and e-Procurement	en_US_16474_ng
			e-Business Part 4: Securing Your Infrastructure	en_US_16470_ng
			e-Business Part 5: Understanding the Applications	en_US_16471_ng
			e-Business Part 6: Working with Employees	en_US_16472_ng
			e-Business Part 1: Facing the e-Business Challenge	en_US_16467_ng
			e-Business Part 2: Building the Infrastructure	en_US_16468_ng
			e-Business Part 3: Choosing Tools and Technologies	en_US_16469_ng
	IBM			
		IBM		
			IBM IMS Essentials Part 2: IMS Transaction Manager	en_US_14398_ng
			IBM IMS Essentials Part 3: DEDBs, Advanced IMS Systems, and DB2	en_US_14399_ng
			IBM IMS Essentials Part 1: IMS Database Manager	en_US_14397_ng
	Internet Technologies			
		Macromedia		
			Macromedia Captivate 1.0: Getting Started	en_US_15828_ng
			Macromedia Captivate 1.0: Developing Movies	en_US_15829_ng
			Macromedia Captivate 1.0: Movies, Quizzes and MenuBuilder	en_US_15830_ng
	Microsoft			
		Microsoft		

			Microsoft Windows Small Business Server 2003: Part 4	en_US_73334_ng
			Microsoft Windows Small Business Server 2003: Part 5	en_US_73335_ng
			Microsoft Windows Small Business Server 2003: Part 6	en_US_73336_ng
			Microsoft Windows Small Business Server 2003: Part 1	en_US_73331_ng
			Microsoft Windows Small Business Server 2003: Part 2	en_US_73332_ng
			Microsoft Windows Small Business Server 2003: Part 3	en_US_73333_ng
	Networking and Communications			
		CCNT (Certified in Convergent Network Technologies)		
			CCNT Broadband Technologies v6.0 Part 3	en_US_87613_ng
			CCNT Voice Over IP Essentials v6.0	en_US_87610_ng
			CCNT Broadband Technologies v6.0 Part 1	en_US_87611_ng
			CCNT Broadband Technologies v6.0 Part 2	en_US_87612_ng
			CCNT Local Area Networks v6 Part 2	en_US_87607_ng
			CCNT Local Area Networks v6 Part 3	en_US_87608_ng
			CCNT Computer-Telephony Integration Essentials v6.0	en_US_87609_ng
			CCNT Basic Data Communications v6.0 Part 2	en_US_87604_ng
			CCNT Basic Data Communications v6.0 Part 3	en_US_87605_ng
			CCNT Local Area Networks v6 Part 1	en_US_87606_ng
			CCNT Basic Telecommunications v6.0 Part 1	en_US_87601_ng
			CCNT Basic Telecommunications v6.0 Part 2	en_US_87602_ng
			CCNT Basic Data Communications v6.0 Part 1	en_US_87603_ng
	Oracle			
		Oracle		
			Oracle9i New Features: Database Administration	en_US_64301_ng
			Oracle9i PL/SQL: Procedures Functions and Packages	en_US_61134_ng
			Oracle9i PL/SQL: Database Programming	en_US_61135_ng
			Oracle9i PL/SQL: Basics	en_US_61133_ng
		Oracle 11i		
			Oracle 11i Procure-to-Pay Fundamantals Part 4	en_US_66318_ng
			Oracle 11i Procure-to-Pay Fundamentals Part 5	en_US_66319_ng
			Oracle 11i Procure-to-Pay Fundamentals Part 1	en_US_66315_ng
			Oracle 11i Procure-to-Pay Fundamentals Part 2	en_US_66316_ng
			Oracle 11i Procure-to-Pay Fundamentals Part 3	en_US_66317_ng
		Oracle 11i (11i10)		
			Oracle 11i10 Order to Cash: Processing Invoices	en_US_68070_ng
			Oracle 11i10 Order to Cash: Setting Up and Processing Receipts	en_US_68071_ng
			Oracle 11i10 Order to Cash: Tax Accounting and Period Closing	en_US_68072_ng
			Oracle 11i10 Order to Cash: Shipping Overview and Setups	en_US_68067_ng
			Oracle 11i10 Order to Cash: Shipping Execution	en_US_68068_ng
			Oracle 11i10 Order to Cash: Invoicing Overview	en_US_68069_ng
			Oracle 11i10 Order to Cash: Order Creation and Setup	en_US_68064_ng
			Oracle 11i10 Order to Cash: Manage Order Updates and Order Inquiry	en_US_68065_ng
			Oracle 11i10 Order to Cash: Basic Pricing	en_US_68066_ng
			Oracle 11i10 Order to Cash: Lifecycle and Key Components	en_US_68061_ng
			Oracle 11i10 Order to Cash: Customer and Credit Management Setup	en_US_68062_ng
			Oracle 11i10 Order to Cash: Order Entry Overview	en_US_68063_ng
			Oracle 11i10 Project Foundation Fundamentals Part 4	en_US_68034_ng
			Oracle 11i10 Project Foundation Fundamentals Part 5	en_US_68035_ng
			Oracle 11i10 Project Foundation Fundamentals Part 6	en_US_68036_ng
			Oracle 11i10 Project Foundation Fundamentals Part 1	en_US_68031_ng

			Oracle 11i10 Project Foundation Fundamentals Part 2	en_US_68032_ng
			Oracle 11i10 Project Foundation Fundamentals Part 3	en_US_68033_ng
			Oracle Workflow 11i10: Workflow APIs, Procedures and Error Handling	en_US_68016_ng
			Oracle Workflow 11i10: Managing and Customizing Workflow Processes	en_US_68017_ng
			Oracle Workflow 11i10: Configuring Oracle Workflow Components	en_US_68018_ng
			Oracle Workflow 11i10: Interacting with Processes and Notifications	en_US_68013_ng
			Oracle Workflow 11i10: Business Event System and Subscriptions	en_US_68014_ng
			Oracle Workflow 11i10: Communications and Function Activities	en_US_68015_ng
			Oracle 11i10 Sys Admin: DBA Activities	en_US_68007_ng
			Oracle Workflow 11i10: Components and Planning Workflow Processes	en_US_68011_ng
			Oracle Workflow 11i10: Developing Processes	en_US_68012_ng
			Oracle 11i10 Sys Admin: Printer Management and Form Personalization	en_US_68004_ng
			Oracle 11i10 Sys Admin: Personalization and Workflow Components	en_US_68005_ng
			Oracle 11i10 Sys Admin: Workflow and Applications Manager	en_US_68006_ng
			Oracle 11i10 Sys Admin: Application, Function, and Data Security	en_US_68001_ng
			Oracle 11i10 Sys Admin: User Management and Resource Auditing	en_US_68002_ng
			Oracle 11i10 Sys Admin: Concurrent Management and Profile Options	en_US_68003_ng
		Oracle Database 10g		
			Oracle Database 10g Performance Tuning: Memory Management	en_US_65250_ng
			Oracle Database 10g Performance Tuning: Performance Management	en_US_65251_ng
			Oracle Database 10g Performance Tuning: Tuning Data	en_US_65247_ng
			Oracle Database 10g Performance Tuning: Tuning Infrastructure	en_US_65248_ng
			Oracle Database 10g Performance Tuning: Instance Tuning	en_US_65249_ng
			Oracle Database 10g R2: SQL Tuning Course 4	en_US_65235_ng
			Oracle Database 10g R2: SQL Tuning Course 5	en_US_65236_ng
			Oracle Database 10g Performance Tuning: Tools and Techniques	en_US_65246_ng
			Oracle Database 10g R2: SQL Tuning Course 1	en_US_65232_ng
			Oracle Database 10g R2: SQL Tuning Course 2	en_US_65233_ng
			Oracle Database 10g R2: SQL Tuning Course 3	en_US_65234_ng
		Oracle Database Server 10g		
			Migrating to Oracle DB 10g: Migrating and Testing Oracle Database	en_US_67424_ng
			Migrating to Oracle DB 10g: Securing and Managing Oracle Database	en_US_67425_ng
			Migrating to Oracle DB 10g: Oracle Database Backup and Recovery	en_US_67426_ng
			Migrating to Oracle DB 10g: Oracle Database Architectural Framework	en_US_67421_ng
			Migrating to Oracle DB 10g: Schema Objects and Planning Migration	en_US_67422_ng
			Migrating to Oracle DB 10g: Performing Migrations with OMWB	en_US_67423_ng
		Oracle Development 10g		

			Oracle Forms Developer 10g: Object Sharing, WebUtil, Multiple Forms	en_US_67447_ng
			Oracle Forms Developer 10g: Query Builder Features	en_US_67448_ng
			Oracle Forms Developer 10g: Working with Canvases and Triggers	en_US_67444_ng
			Oracle Forms Developer 10g: Interacting with Form Components	en_US_67445_ng
			Oracle Forms Developer 10g: Working with Validation and Navigation	en_US_67446_ng
			Oracle Forms Developer 10g: Architectural Environment and Services	en_US_67441_ng
			Oracle Forms Developer 10g: Building Internet Applications	en_US_67442_ng
			Oracle Forms Developer 10g: Creating and Working with Form Elements	en_US_67443_ng
		Oracle Discoverer 10g		
			OracleBI Discoverer Admin 10g: Advanced Administration	en_US_67439_ng
			OracleBI Discoverer Admin 10g: Work with LOVs, Items, & Folders	en_US_67436_ng
			OracleBI Discoverer Admin 10g: Manage Items, Drills & Summaries	en_US_67437_ng
			OracleBI Discoverer Admin 10g: Manage & Maintain EULs	en_US_67438_ng
			OracleBI Discoverer Plus 10g: OLAP	en_US_67433_ng
			OracleBI Discoverer Plus 10g: Viewer and Portlets	en_US_67434_ng
			OracleBI Discoverer Admin 10g: Create EULs & Business Areas	en_US_67435_ng
			OracleBI Discoverer Plus 10g: Queries	en_US_67430_ng
			OracleBI Discoverer Plus 10g: Reports	en_US_67431_ng
			OracleBI Discoverer Plus 10g: Calculations, Graphs, and Drills	en_US_67432_ng
		Oracle Development		
			Oracle Reports Developer 10g: OracleAS Reports Services, Guidelines	en_US_67457_ng
			Oracle Reports Developer 10g: Working with Layout Objects	en_US_67454_ng
			Oracle Reports Developer 10g: Web and XML Report, Report Parameters	en_US_67455_ng
			Oracle Reports Developer 10g: Matrix Reports, Triggers, SRW Package	en_US_67456_ng
			Oracle Reports Developer 10g: Working with Oracle Reports Developer	en_US_67451_ng
			Oracle Reports Developer 10g: Paper, Web Reports, and Templates	en_US_67452_ng
			Oracle Reports Developer 10g: Working with the Data Model	en_US_67453_ng
	OS Technologies			
		OS Technologies		
			HDI Help Desk Manager: Support Method Integration and Metrics	en_US_16517_ng
			HDI Help Desk Manager: Communication and Management Skills	en_US_16514_ng
			HDI Help Desk Manager: Business Management and Alignment	en_US_16515_ng
			HDI Help Desk Manager: Operational Management	en_US_16516_ng
			HDI Help Desk Analyst: Troubleshooting Skills	en_US_16511_ng
			HDI Help Desk Analyst: Support Center Tools and Technologies	en_US_16512_ng
			HDI Help Desk Manager: The Strategic Role of the Support Center	en_US_16513_ng
			HDI Help Desk Analyst: Support Center Introduction	en_US_16508_ng
			HDI Help Desk Analyst: Help Desk Processes	en_US_16509_ng
			HDI Help Desk Analyst: Communication Skills	en_US_16510_ng
	Programming			
		Object-Oriented Technologies		
			OOAD: Static Modeling with UML 2.0	en_US_86128_ng
			OOAD: Dynamic Modeling with UML 2.0	en_US_86129_ng

			OOAD: OO Design Patterns	en_US_86130_ng
			OOAD: Introduction to Object-Oriented Concepts	en_US_86125_ng
			OOAD: Introduction to Object-Oriented Analysis and Design	en_US_86126_ng
			OOAD: Unified Modeling Language (UML) 2.0	en_US_86127_ng
	Technologies			
		IBM		
			IBM IMS Essentials Part 2: IMS Transaction Manager	en_US_14398_ng
			IBM IMS Essentials Part 3: DEDBs, Advanced IMS Systems, and DB2	en_US_14399_ng
			IBM IMS Essentials Part 1: IMS Database Manager	en_US_14397_ng
	Web Development			
		HTML		
			Programming with XHTML 1.1: CSS, Metadata, RDF, & Namespaces	en_US_86049_ng
			Programming with XHTML 1.1: DOM and Dynamic XHTML	en_US_86050_ng
			Programming with XHTML 1.1: Advanced Concepts	en_US_86051_ng
			Programming with XHTML 1.1: Basic Concepts	en_US_86046_ng
			Programming with XHTML 1.1: Embedded Objects and Hyperlinks	en_US_86047_ng
			Programming with XHTML 1.1: Advanced Tags	en_US_86048_ng
		Master CIW Administrator		
			CIW Server Administrator Part 1: Configuring	en_US_87001_ng
	Operations			
		Strategic Planning Curriculum		
			Managing Business Risk: Developing a Risk Management Plan	en_US_42521_ng
			Managing Business Risk: Risk Assessment and Control	en_US_42522_ng
			Managing Business Risk: Financing and Contingency Planning	en_US_42523_ng
	SAP			
		SAP R/3		
			ABAP Web Application Server Development	en_US_14338_ng
			ABAP 6.10 Overview	en_US_14210_ng
			ABAP Reporting 6.10	en_US_14211_ng
			ABAP Objects 6.10 Overview	en_US_14212_ng

lution Area	Curriculum	Series	Course Title	Course#
Prices based on GSA + 10%			Catalog: http://www.skillsoft.com/catalog/curriculum.asp?oid=5002124	
BUSINESS STRATEGY and OPERATIONS				
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			A Manager's Introduction to Business Law	LAW0101
			Contracts in Commercial Transactions	LAW0102
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			American Business Formations in the 21st Century	LAW0104
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			Lawsuits and Negotiations	LAW0106
	Operations Curriculum			
		Six Sigma Green Belt: Six Sigma and the Organization		
			Six Sigma and Lean in the Organization	oper_05_a01_bs_enus
			Design for Six Sigma in the Organization	oper_05_a02_bs_enus
		Six Sigma Green Belt: Define		
			Processes and Customer Analysis in Six Sigma Projects	oper_06_a01_bs_enus
			Basics of Six Sigma Projects and Teams	oper_06_a02_bs_enus
			Tools for Planning and Managing Six Sigma Project Opportunities	oper_06_a03_bs_enus
		Six Sigma Green Belt: Measure		
			Modeling and Analyzing Processes in Six Sigma	oper_07_a01_bs_enus
		Managing Customer-Driven Process Improvement		
			Why Customer Driven?	OPER0121
			Identifying What the Customer Wants	OPER0122
			Translating Requirements into Process Goals	OPER0123
			Understanding Processes	OPER0124
			Implementing Improvements	OPER0125
			Managing Process Improvements	OPER0126
			Managing Customer-Driven Process Improvement Simulation	OPER0120
		Six Sigma Foundations		
			Six Sigma Introduction	OPER0131
			Final Exam: Six Sigma Foundations	FE0001_eng
		Six Sigma Team Implementation		
			Six Sigma: Reducing Variation to Improve Quality	OPER0141
			Six Sigma: Listening to the Voice of the Customer	OPER0142
			Six Sigma DMAIC: Defining the Problem	OPER0143
			Six Sigma DMAIC: Measuring the Process	OPER0144
			Six Sigma DMAIC: Analyzing the Data	OPER0145
			Six Sigma DMAIC: Analyzing the Process	OPER0146
			Six Sigma DMAIC: Improving the Process	OPER0147
			Six Sigma DMAIC: Controlling the Improved Process	OPER0148
			Six Sigma Team Implementation	BLTOP014
			Final Exam: Six Sigma Team Implementation	FE0002_eng
		Lean Manufacturing		
			Lean Logic	OPER0151
			Lean Value	OPER0152
			Lean Techniques	OPER0153
			Lean Strategies	OPER0154
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		Six Sigma Black Belt: Deployment		
			Six Sigma and the Corporate Enterprise	OPER0161

			Leadership in Six Sigma	OPER0162
			Organizational Goals and Objectives	OPER0163
			History of Organizational Improvement and the Foundations of Six Sigma	OPER0164
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			The Importance of Metrics to Six Sigma	OPER0166
		Six Sigma Black Belt: The Define Phase		
			Define the Six Sigma Opportunity	OPER0171
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			Six Sigma and Critical Customer Requirements	OPER0178
			Defining and Mapping the Six Sigma Process	OPER0179
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			Properties and Applications of Probability Distributions	OPER0194
			Measurement Systems	OPER0195
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			Design of Experiments (DOE)	OPER0211
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			Taguchi and Quality Improvement	OPER0213
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			Six Sigma--Statistical Process Control	OPER0221
			Control Charts and the Pre-control Process	OPER0222
			Six Sigma--Lean Tools for Control	OPER0223
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			Hypothesis Testing	OPER0252
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			Variance, Contingency Tables, and Nonparametric Tests	OPER0254
		Six Sigma Black Belt: The Lean Enterprise		
			Lean Concepts	oper_01_a01_bs_enus
			Non-value added Steps and Tasks	oper_01_a02_bs_enus
			Lean Tools	oper_01_a03_bs_enus
			Total Productive Maintenance	oper_01_a04_bs_enus
		Six Sigma Black Belt: Design for Six Sigma Black Belt		
			Quality Function Deployment (QFD)	oper_02_a01_bs_enus
			Robust Design and Process	oper_02_a02_bs_enus
			Failure Mode and Effect Analysis	oper_02_a03_bs_enus
			Design for X (DFX)	oper_02_a04_bs_enus
			Special Design Tools	oper_02_a05_bs_enus
		Six Sigma: Champion Training		

			Introduction to Six Sigma	oper_03_a01_bs_enus
			Six Sigma Process Improvement	oper_03_a02_bs_enus
			Six Sigma Projects and Project Teams	oper_03_a03_bs_enus
			Managing and Deploying Six Sigma	oper_03_a04_bs_enus
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			Leadership	oper_04_a01_bs_enus
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			Communication Skills and Project Management	oper_04_a05_bs_enus
			Quality Systems, Models, and Theories	oper_04_a06_bs_enus
			Problem Solving and Process Management Tools	oper_04_a07_bs_enus
			Measurement: Assessment and Metrics	oper_04_a08_bs_enus
			Customer Focused Management	oper_04_a09_bs_enus
			Supply Chain Management	oper_04_a10_bs_enus
			Training and Development	oper_04_a11_bs_enus
		Logistics Management		
			Overview of Logistics Management	OPER0321
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		ISO 9000:2000 Overview		
			The Who, What & Why of ISO 9000:2000	OPER0401
			Building a Quality Management System	OPER0402
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			Customer Satisfaction Through Resource Management	OPER0404
			Processes for Quality Products and Services	OPER0405
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			Steps for Successful ISO Registration	OPER0407
			Transitioning from ISO 9000:1994 to ISO 9001:2000	OPER0408
		Supply Chain Management		
			The Fundamentals of Supply Chain Management	OPER0501
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			Strategic Decision Making	STGY0222
			IT Challenges: Present and Future	STGY0223
			Strategic IT Planning Simulation	STGY0220
		Strategic Management		
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			Strategic Management - Analysis and Choice	STGY0302
			Strategic Management - Corporate Implementation	STGY0303
		The Fundamentals of Globalization		
			Globalization and Our Changing World	STGY0351
			Globalization and Your Company	STGY0352
			The Process of Globalizing a Product or Service	STGY0353
			Managing from a Global Viewpoint	STGY0354
		Systems Thinking in the 21st Century		
			What is Systems Thinking?	STGY0401

			Building a Healthy System	STGY0402
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			Redesigning Your Organization: Part 1	STGY0405
			Redesigning Your Organization: Part II	STGY0406
			Taking Systems Thinking into Your Personal Life	STGY0407
		Moving From an Operational Manager to a Strategic Thinker		
			Thinking Strategically	stgy_01_a01_bs_enus
			Sustaining Competitive Advantage	stgy_01_a02_bs_enus
			The Imperatives of Innovation and Leadership in Strategy	stgy_01_a03_bs_enus
			Planning and Implementing a Business Strategy	stgy_01_a04_bs_enus
	Marketing Curriculum			
		Strategic Marketing in Action		
			Elements of Marketing Strategy	MKT0201
			Analyzing the Market	MKT0202
			Competitive Factors in Strategic Marketing	MKT0203
			Writing a Marketing Plan: Phase 1	MKT0204
			Writing the Marketing Plan: Creative Strategy	MKT0205
			Creating a Marketing Campaign	MKT0206
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			Managing the Creative Elements of Brand	MKT0213
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			Evaluating Brand Effectiveness	MKT0215
			Managing and Maintaining Brand Equity	MKT0216
		Online Branding Strategy		
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			The Online Branding Environment	MKT0222
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			Developing a New-product Strategy	MKT0242
			Pricing and Profitability for Product Managers	MKT0243
FINANCE, HUMAN RESOURCES and ADMINISTRATION				
	Finance & Accounting Curriculum			
		Accounting 101		
			Accounting Fundamentals	FIN0121
			Accrual Accounting Procedures	FIN0122
			Accounting Systems and Closing Activities	FIN0123
			Accounting for Cash Control	FIN0124
			Accounting for Merchandising Businesses	FIN0125
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		Finance Fundamentals for non-Finance Professionals		
			Principles of Financial Management	FIN0151
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			Understanding Financial Statements	FIN0154
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			Creating and Analyzing an Operating Budget	FIN0161
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			Accounting for Partnerships	FIN0221
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			Analyzing Cash Flow Statements	FIN0223
			Master Budgets	FIN0224
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		Auditing: A Practical Approach		
			Introduction to Auditing	FIN0231
			Introduction to Internal Auditing	FIN0232
			Principles of Internal Auditing	FIN0233
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		Managerial Accounting		
			Overview of Managerial Accounting	FIN0241
			Managerial Decisions and Capital Budgeting	FIN0242
			Managing for Asset Control	FIN0243
			Cost Accounting Decisions	FIN0244
		Using Financial Statements (co-Developed with Wharton)		
			Principles of Financial Statements	FIN0251
			Components of Financial Statements	FIN0252
			Analyzing the Income Statement and Balance Sheet	FIN0253
			The Income Statement and Balance Sheet Connection	FIN0254
			Analyzing Cash Flow	FIN0255
			Ratio Analysis for Financial Statements	FIN0256
			Credibility and Disclosure in an Annual Report	FIN0257
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	Administrative Support Curriculum			
		The Effective Administrative Support Professional		
			Getting Started--The Administrative Support Professional	ADM0101
			Overview to Effective Business Communication	ADM0102
			Using Effective Business Communication	ADM0103
			Administrative Functions	ADM0104
			Advancing Your Administrative Career	ADM0105
			Effective Administrative Support Professional Simulation	ADM0100
		Advanced Skills for Administrative Support Professionals		
			Behavior: Putting Your Best Foot Forward	ADM0111
			Managing Yourself and Those Around You	ADM0112
			Partnering with Your Boss	ADM0113

			Communicating with Power and Confidence	ADM0114
			Advanced Administrative Support Simulation	ADM0110
	Knowledge Management			
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			The Art of Knowledge Management	KNOW0101
			Knowledge as Capital	KNOW0102
			Putting Knowledge to Work	KNOW0103
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			Final Exam: Knowledge Management Fundamentals	FE0008_eng
		The 21st Century Learning Curve		
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			The Power of the Learning Organization	KNOW0112
			The Potential of Self-directed Learning	KNOW0113
			Benchmarking for Best Practices	KNOW0116
			Implementing and Evaluating Self-directed Learning	KNOW0114
			Performance Support	KNOW0115
		Achieving Measurable Performance Impact from Training		
			Training for Business Results	KNOW0301
	Human Resources Curriculum			
		Managing Diversity in the Workplace		
			The Reasons Why Diversity Matters	hr_02_a01_bs_enus
			Changing Corporate Culture	hr_02_a02_bs_enus
			Planning a Diversity Initiative	hr_02_a03_bs_enus
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			Managing Diversity in the Workplace Simulation	HR002A
		Effective Hiring and Interviewing		
			What to Consider When Hiring	hr_03_a01_bs_enus
			Interviewing Effectively	hr_03_a02_bs_enus
			Choosing the Best Applicant	hr_03_a03_bs_enus
			Effective Hiring and Interviewing Simulation	HR003A
		HRCI Professional in Human Resources (PHR)		
			Human Resources Fundamentals (HRCI/PHR)	HR0261
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			Employment Management (HRCI/PHR)	HR0264
			Recruiting and Selecting Candidates (HRCI/PHR)	HR0265
			Offers, Contracts, and Exit from the Organization (HRCI/PHR)	HR0266
			Developing Employees (HRCI/PHR)	HR0267
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			Compensating Employees (HRCI/PHR)	HR0269
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			Employment Relations (HRCI/PHR)	HR0272
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			Non-Unionized Workplaces (HRCI/PHR)	HR0274
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			Health and Safety in the Workplace (HRCI/PHR)	HR0276
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		Recruiting & Retention Strategies for the Tight Labor Market		
			Recruiting for the 21st Century: The Market	HR0221
			Recruiting for the 21st Century: Strategies	HR0222
			Recruiting Successfully	HR0223
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			Facilitating Effective Hiring	HR0225
			Retention	HR0226
		HRCI Senior Professional in Human Resources (SPHR)		
			HR's Strategic Role in the Organization (HRCI/SPHR)	hr_04_a01_bs_enus
			Management of the HR Process (HRCI/SPHR)	hr_04_a02_bs_enus
			Strategic Approaches to Workforce Planning and Employment (HRCI/SPHR)	hr_04_a03_bs_enus
			Strategic Approaches to Human Resource Development (HRCI/SPHR)	hr_04_a04_bs_enus
			Strategic Approaches to Total Rewards (HRCI/SPHR)	hr_04_a05_bs_enus
			Strategic Approaches to Labor Relations (HRCI/SPHR)	hr_04_a06_bs_enus
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		Test Preps		
			Professional in Human Resources (PHR) BOK 2005 Aligned	TPPHR05ED_ENG
	Mentoring Assets			
		Mentoring Assets		
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AGEMENT and LEADERSHIP				
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		Effectively Managing Top Performers		
			Managing and Rewarding Top Performers	mgmt_01_a01_bs_enus
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			Managing in a Global Business Environment	mgmt_02_a01_bs_enus
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			Managing Upward Relationships	mgmt_02_a05_bs_enus
			Advanced Management Skills Simulation	MGMT002A
		Moving into Management		
			Taking on a Management Role	mgmt_03_a01_bs_enus
			Becoming a Manager: Responsibilities and Fears	mgmt_03_a02_bs_enus
			Becoming a Manager: Leading and Communicating	mgmt_03_a03_bs_enus
			A New Manager and the Company's Future	mgmt_03_a04_bs_enus
			Moving into a Management Role Simulation	MGMT003A
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		Crucial Skills for Tomorrow's Managers		
			Tomorrow's Managers' Competencies	mgmt_04_a01_bs_enus
			Tomorrow's Managers' Development Tools	mgmt_04_a02_bs_enus
			Managing as Coach and Counselor	mgmt_04_a03_bs_enus
			Managing as Project Champion	mgmt_04_a04_bs_enus
			A Primer for Ensuring Accountability	mgmt_04_a05_bs_enus
			Crucial Skills for Tomorrow's Managers Simulation	MGMT004A
		Problem Performance Management		

			Problem Performance Prevention	mgmt_05_a01_bs_enus
			Problem Performance Identification	mgmt_05_a02_bs_enus
			Problem Performance Improvement	mgmt_05_a03_bs_enus
			Addressing Problem Performance	mgmt_05_a04_bs_enus
			Avoiding Problem Performance Simulation	MGMT005A
			Dealing with Problem Performance Simulation	MGMT005B
		Using Change Process to Support Employees		
			Starting the Change Process	mgmt_06_a01_bs_enus
			Managing the Change Process	mgmt_06_a02_bs_enus
			Integrating Change in Your Organization	mgmt_06_a03_bs_enus
			Using Change Process to Support Employees Simulation	MGMT006A
			Using Change Process to Support Teams Simulation	MGMT006B
		Effective Delegation		
			The Basics of Delegation	mgmt_07_a01_bs_enus
			Delegation: the Personal Approach	mgmt_07_a02_bs_enus
			Managing Delegation	mgmt_07_a03_bs_enus
			Delegating Effectively Simulation	MGMT007A
		Facilitating Successfully		
			The Facilitator Role	mgmt_08_a01_bs_enus
			Facilitative Fundamentals: Tools and Techniques	mgmt_08_a02_bs_enus
			Facilitating Meetings and Work Groups	mgmt_08_a03_bs_enus
			Facilitating Difficult Situations	mgmt_08_a04_bs_enus
			Facilitative Tools and Formats: Offering Options	mgmt_08_a05_bs_enus
			Facilitative Leadership	mgmt_08_a06_bs_enus
			Facilitating Successfully Simulation	MGMT008A
		Coaching with Confidence		
			Business Coaching	mgmt_09_a01_bs_enus
			Successfully Coaching Relationships	mgmt_09_a02_bs_enus
			The Key Stages of Coaching	mgmt_09_a03_bs_enus
			The Coaching Skillset	mgmt_09_a04_bs_enus
			Emotions, Mindsets and Coaching	mgmt_09_a05_bs_enus
			Trends in Coaching	mgmt_09_a06_bs_enus
			Coaching with Confidence Simulation	MGMT009A
			Coaching Teams and Personalities Simulation	MGMT009B
		Moving from Technical Professional to Management		
			Management Development for Technical Professionals	MGMT0121
			Communication Skills for Successful Management	MGMT0122
			Process Management Skills	MGMT0123
			Leadership Development for Technical Professionals	MGMT0124
			Strategies for Transitioning into Management	MGMT0125
			Transitioning From Technical Professional to Management	MGMT0120
			From Technical Professional to Leadership Simulation	MGMT012S
		360-Degree Performance Appraisal		
			About 360-Degree Performance Feedback	MGMT0151
			Elements of a 360-degree Performance Review	MGMT0152
			Delivering 360-Degree Performance Feedback	MGMT0153
			360-Degree Performance Appraisal Simulation	MGMT0150
		The Fundamentals of Business Crises Management		
			Preparing for Business Crises	MGMT0171
			Responding to Business Crises	MGMT0172
			Recovering from Business Crises	MGMT0173

			The Fundamentals of Business Crises Management Simulation	MGMT0170
		Mentoring Essentials		
			Effective Mentoring	MGMT0251
			The Mentoring Manager	MGMT0252
			Implementing an Organization-wide Mentoring Program	MGMT0253
			Mentoring Strategies in the 21st Century	MGMT0254
			Achieving Success with the help of a Mentor	MGMT0255
			e-Mentoring	MGMT0256
			Mentoring Essentials Simulation	MGMT0250
		Managing Technical Professionals		
			Understanding Technical Professionals	MGMT0291
			Attracting, Motivating, and Retaining Technical Professionals	MGMT0292
			Models for Managing Technical Professionals	MGMT0293
			Developing Career Plans for Your Technical Professionals	MGMT0294
		How to Overcome Negativity in the Workplace		
			The Path from Pessimism to Optimism	MGMT0311
			Proactive Approaches to Stop Negativity	MGMT0312
			Overcoming Organizational Negativity	MGMT0313
		Performance Appraisal		
			Continuous Performance Assessment	MGMT0341
			Reviewing Performance	MGMT0342
			Performance Appraisals Simulation	MGMT0340
			Performance Appraisals Blended Learning Toolkit	BLTMG034
		Managing Contractors and Temporary Employees		
			Doing Business with Independent Contractors	MGMT0701
			Hiring Temporary (Contingent) Employees	MGMT0702
			Managing Contingent Employees	MGMT0703
			Legal Pitfalls Regarding Independent Contractors	MGMT0704
			Working with Temporary Agencies	MGMT0705
			Hiring and Managing Contractors Simulation	MGMT0700
			Final Exam: Managing Contractors and Temporary Employees	FE0009_eng
	Leadership Curriculum			
		Leading from the Front Line		
			Challenges of the 21st Century	LEAD0121
			Organizational Culture and Leadership	LEAD0122
			Energizing and Empowering Employees	LEAD0123
			Leadership and the Knowledge Worker	LEAD0124
			Leading Change from the Front Line	LEAD0125
			Dynamics of Leadership	LEAD0126
			Leading from the Front Line Simulation	LEAD0120
		Going from Management to Leadership		
			The Mark of a Leader	LEAD0141
			Communicating a Shared Vision	LEAD0142
			The Enabling Leader	LEAD0143
			Communicating as a Leader	LEAD0145
			Coaching for Performance	LEAD0146
			Leading through Change	LEAD0147
			The Leader as a Model	LEAD0148
			Going from Management to Leadership Simulation	LEAD0140
			Growing from a Manager to a Leader Simulation	LEAD014S
			Going from Management to Leadership	BLTLE014

		Business Execution		
			Foundations for Business Execution	LEAD0151
			Creating a Business Execution Culture	LEAD0152
			Business Execution in Action	LEAD0153
			Business Execution Simulation	LEAD0150
			Business Execution Blended Learning Toolkit	BLTLE015
		Leading the Workforce Generations		
			Introduction to Work Force Generations	LEAD0231
			Attracting, Developing, and Retaining Generations	LEAD0232
			Leading Silent Generation and Baby Boom Workers	LEAD0233
			Leading Generations X and Next	LEAD0234
			Making Cross-generational Teams Work	LEAD0235
			Cross-generational Workers in the 21st Century	LEAD0236
			Leading the Workforce Generations Simulation	LEAD0230
		Succession Planning for Business Environment		
			Succession Planning Overview	LEAD0301
			Succession Planning Strategies	LEAD0302
			Succession Planning and Human Resources	LEAD0303
			Succession Planning Management	LEAD0304
			Initiating a Succession Plan Simulation	LEAD0300
			Implementing a Succession Plan Simulation	LEAD030S
PROFESSIONAL EFFECTIVENESS				
	Communication Curriculum			
		How to Write an Effective Internal Business Case		
			Preparing a Business Case	comm_01_a01_bs_enus
			Writing a Business Case	comm_01_a02_bs_enus
			Presenting Your Case	comm_01_a03_bs_enus
			Preparing an Effective Internal Business Case Simulation	COMM001A
		Business Interpersonal Communication Skills		
			The Process of Interpersonal Communication	comm_02_a01_bs_enus
			The Mechanics of Communicating Effectively	comm_02_a02_bs_enus
			Workplace Communication Skills	comm_02_a03_bs_enus
			Communicating for Results	comm_02_a04_bs_enus
			Leadership Communication Skills	comm_02_a05_bs_enus
			Resolving Conflict with Communication Skills	comm_02_a06_bs_enus
			Communicating for Contacts	comm_02_a07_bs_enus
			Business Interpersonal Communication Skills Simulation	COMM002A
			Team Interpersonal Communication Skills Simulation	COMM002B
		Effective Listening		
			Listening Basics	comm_03_a01_bs_enus
			Listening to Comprehend	comm_03_a02_bs_enus
			Higher Purpose Listening	comm_03_a03_bs_enus
			Enhancing Listening Skills	comm_03_a04_bs_enus
			Effective Listening Simulation	COMM003A
		Working with and Managing Difficult People		
			Difficult People in the Workplace Environment	comm_04_a01_bs_enus
			How to Work with Aggressive People	comm_04_a02_bs_enus
			How to Work with Negative People and Procrastinators	comm_04_a03_bs_enus
			How to Work with Arrogant and Duplicitous People	comm_04_a04_bs_enus
			Working with and Managing Difficult People Simulation	COMM004A
			Effective Communication with Difficult Coworkers Simulation	COMM004B
		The Effective Business Meeting		

			The Effective Business Meeting	comm_06_a01_bs_enus
			Leading an Effective Business Meeting	comm_06_a02_bs_enus
			Participating Effectively in a Business Meeting	comm_06_a03_bs_enus
			The Effective Business Meeting Simulation	COMM006A
		Conflict in the Workplace		
			Perspectives on Conflict in the Workplace	comm_07_a01_bs_enus
			Handling Conflict	comm_07_a02_bs_enus
			Managing Organization Conflict	comm_07_a03_bs_enus
			Conflict in the Workplace Simulation	COMM007A
			Managing Workplace Conflict Simulation	COMM007B
		Getting the Results You Want: Negotiating to Win		
			Crafting Deals	comm_08_a01_bs_enus
			Connecting and Communicating	comm_08_a02_bs_enus
			The Process of Negotiation	comm_08_a03_bs_enus
			The Dynamics of Interacting	comm_08_a04_bs_enus
			Negotiating Inclusively	comm_08_a05_bs_enus
			What to Do When the Going Gets Tough	comm_08_a06_bs_enus
			Mastering Negotiation	comm_08_a07_bs_enus
			Winning Negotiation Simulation	COMM008A
		Business Writing Essentials		
			Writing with Intention	COMM0011
			Avoiding Errors in Usage and Punctuation	COMM0012
			Avoiding Grammatical Errors in Business Writing	COMM0013
			Crisp Composition	COMM0014
			Writing to Reach the Audience	COMM0015
			Getting the Most from Business Documents	COMM0016
			The Writing Process	COMM0017
			Business Writing Essentials	BLTCO001
			Business Writing Essentials Using Microsoft Word	BLTCO001A
			Final Exam: Business Writing Essentials	FE0011_eng
		International Communications		
			The Impact of Culture on Communication	COMM0021
			The Art of Global Communication	COMM0022
			Improving Your Cross-cultural Communications	COMM0023
			International Communications Simulation	COMM0020
			Cross-cultural Communications Simulation	COMM002S
		Emotional Intelligence in the Workplace		
			What Is Emotional Intelligence?	COMM0141
			Emotional Intelligence at Work	COMM0142
			Teamwork and Emotional Intelligence	COMM0143
			Increasing Your Emotional Intelligence	COMM0144
			The Emotionally Intelligent Leader	COMM0145
			Emotional Intelligence in the Workplace Simulation	COMM0140
		Assertive Communication		
			Professional Assertiveness	COMM0171
			Assertiveness from the Inside Out	COMM0172
			Assertive Communication Simulation	COMM0170
		Business Etiquette and Professionalism		
			Everyday Business Etiquette	COMM0181
			Communication Etiquette	COMM0182
			Etiquette and the Business Meeting	COMM0183
			Etiquette for Supervisors	COMM0184

			Business Etiquette and Professionalism Simulation	COMM0180
		Building Better Work Relationships		
			Building Effective Interfunctional Relationships	COMM0191
			Building Effective Intercultural Relationships	COMM0192
			Building Effective Intergender Relationships	COMM0193
			Working Effectively with Customers	COMM0194
			Working Effectively with Business Partners	COMM0195
			Building Better Work Relationships Simulation	COMM0190
		Business Grammar Essentials		
			Foundations of Grammar	COMM0201
			Sentence Construction	COMM0202
			Understanding Writing Mechanics	COMM0203
			Punctuating with Skill	COMM0204
		Email Essentials		
			Essentials of Electronic Communication	COMM0231
			Optimizing Email at Work	COMM0232
			E-mail and Organizational Communication	COMM0233
			E-mail as a Marketing Tool	COMM0234
			E-mail Essentials using Microsoft Outlook	BLTCO023
		Delivering Successful Presentations		
			Presenting to Succeed	COMM0301
			Delivering Your Message	COMM0302
			Presentation Resources Available to You	COMM0303
			Delivering Successful Presentations Simulation	COMM0300
			Presentation Skills Blended Learning Toolkit	BLTCO030
			Combining Presentation Skills with MS PowerPoint	BLTCO030A
		Telephone Skills For Business Professionals		
			Effective Telephone Techniques	COMM0411
			Making Telephone Calls Count	COMM0412
			Telephone Skills for Business Professionals Simulation	COMM0410
		Getting Results Without Authority		
			Building Relationships to Get Results	COMM0511
			Teamwork and Results Without Authority	COMM0512
			Leadership Without Authority	COMM0513
			Gaining Allies, Creating Change	COMM0514
			Getting Results through Communication	COMM0515
			Getting Results from the Boss	COMM0516
			Getting Results without Authority Simulation	COMM0510
		Effective Use of Feedback for Business		
			An Essential Guide to Giving Feedback	COMM0521
			Coping with Criticism and Feedback	COMM0522
			Giving Feedback to Colleagues	COMM0523
			Team Feedback: A guide	COMM0524
			Giving Feedback: A Manager's Guide	COMM0525
			Effective Feedback for Employees and Colleagues Simulation	COMM0520
			Effective Use of Feedback for Teams Simulation	COMM052S
		Anger Management in The Workplace		
			Experiencing Anger	COMM0701
			Managing Your Anger	COMM0702
			Managing Anger in the Workplace Simulation	COMM0700
	Foundation Skills Curriculum			
		Basic Business Math Skills		

			Whole Numbers, Fractions, and Equations	FNDT0101
			Decimals and Percents	FNDT0102
			Ratios, Averages and Graphs	FNDT0103
	Personal Development Curriculum			
		Creativity and Innovation in the Workplace		
			The Foundations of Creativity and Innovation	PD0031
			Generating Creative and Innovative Ideas	PD0032
			Evaluating Creative and Innovative Ideas	PD0033
			Implementing Creative and Innovative Ideas	PD0034
			Creativity and Innovation in the Workplace Simulation	PD0030
			Creativity and Innovation in the Workplace	BLTPD003
		Fast-tracking Your Career		
			Get Your Career on the Fast Track	PD0131
			Basic Business Skills to Get You on the Fast Track	PD0132
			Communication Skills to Fast-track Your Career	PD0133
			Interpersonal Skills on the Fast Track	PD0134
			The Boss Factor	PD0135
			Improving Your Image	PD0136
			Fast-Tracking Your Career Simulation	PD0130
		Working More Effectively - Taking Control of Your Time		
			You and Your Time	PD0151
			Techniques for Better Time Management	PD0152
			Developing Good Time Management Habits	PD0153
			Working More Effectively Simulation	PD0150
			Time Management Blended Learning Toolkit	BLTPD015
			Taking Control of Your Time Using Microsoft Outlook	BLTPD015A
		Ethics in Business		
			Ethical Decision Making	PD0171
			Managerial Business Ethics	PD0172
			Organizational Ethics	PD0173
			Corporate Social Responsibility	PD0174
			Ethics in Business Simulation	PD0170
			Ethics in Business	BLTPD017
		Living a Balanced Life		
			Finding Your Life Balance	PD0181
			Success Over Stress	PD0182
			Strategies for Better Balance	PD0183
			Living a Balanced Life Simulation	PD0180
			Living a Balanced Life	BLTPD018
		Dealing with Organizational Change		
			Perspectives on Organizational Change	PD0191
			Being Prepared for Change	PD0192
			Communicating During Organizational Change	PD0193
			Dealing with Organizational Change Simulation	PD0190
			Dealing with Organizational Change Blended Learning Toolkit	BLTPD019
		Problem-solving and Decision-making for Business		
			Foundations of Effective Thinking	PD0231
			Framing the Problem	PD0232
			Generating Alternatives in Problem Solving	PD0233
			Dynamic Decision Making	PD0234
			Implementing and Evaluating a Decision	PD0235
			Problem Solving and Decision Making in Groups	PD0236

			Creative Problem Solving and Effective Thinking Simulation	PD0230
			Rational Problem Solving and Decision-making Simulation	PD023S
			Problem-solving & Decision-making for Business Blended Learning Toolkit	BLTPD023
		Working without a Net - The Business of Risk		
			Risk Basics	PD0241
			Approaches to Risk Management	PD0242
			Decisions and Risk	PD0243
			Strategic Planning and Risk Management	PD0244
			Risk Strategies: The Cutting Edge	PD0245
			Working without a Net: Decisions Simulation	PD0240
		Achieving Organizational Excellence Through Critical Thinking		
			The Role of Critical Thinking in Organizations	PD0251
			Developing Fundamental Critical Thinking Skills	PD0252
			Strategies for Facilitating Critical Thinking	PD0253
			Critical Thinking Skills for Managing	PD0254
			Organizational Scope of Critical Thinking	PD0255
			Critical Thinking Strategies Simulation	PD0250
		Business Professionalism		
			Personal Accountability: Working for Your Inner Boss	PD0261
			Self-empowerment: Managing from Within	PD0262
			Goals and Goal Setting	PD0263
			Developing a Positive Attitude	PD0264
			Successful Lifelong Learning	PD0265
			Business Professionalism Simulation	PD0260
			Professionalism in Business Simulation	PD026S
JECT EFFECTIVENESS				
	Project Management Curriculum			
		Project Management for Non-Project Managers		
			Project Management Fundamentals	proj_01_a01_bs_enus
			Transitioning into a Project Management Role	proj_01_a02_bs_enus
			Initiating and Planning a Project	proj_01_a03_bs_enus
			Managing a Project	proj_01_a04_bs_enus
			Troubleshooting and Closing the Project	proj_01_a05_bs_enus
			Project Management for Non-Project Managers Simulation	PROJ001A
		Program Management (PMI Standard-aligned)		
			Introduction to Program Management	proj_02_a01_bs_enus
			Program Lifecycle and Organization	proj_02_a02_bs_enus
			Program Management Processes and the Initiating Process Group	proj_02_a03_bs_enus
			Program Planning	proj_02_a04_bs_enus
			The Execution Process Group	proj_02_a05_bs_enus
			Monitoring, Controlling, and Closing Programs	proj_02_a06_bs_enus
		Portfolio Management (PMI® Standard-aligned)		
			Introduction to Portfolio Management	proj_03_a01_bs_enus
			Portfolio Management Processes and the Organization	proj_03_a02_bs_enus
			Portfolio Management Processes	proj_03_a03_bs_enus
		Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)		
			An Introduction to Project Management	PROJ0511
			Project Lifecycles and Stakeholders	PROJ0512
			Introduction to Project Process Groups and Initiating a Project	PROJ0513
			Project Planning	PROJ0514

			Executing, Monitoring & Controlling, and Closing a Project	PROJ0515
			Project Management Essentials Simulation	PROJ0510
			Project Management Essentials	BLTPR051
		Project Integration Management (PMBOK® Guide - Third Edition-aligned)		
			Initiating a Project and Preparing the Project Plan	PROJ0521
			Project Integration: Executing and Completing a Project	PROJ0522
		Project Scope Management (PMBOK® Guide - Third Edition-aligned)		
			Planning Project Scope	PROJ0531
			Controlling Project Scope	PROJ0532
		Project Time Management (PMBOK® Guide - Third Edition-aligned)		
			Elements of Project Time Management	PROJ0541
			Project Scheduling	PROJ0542
		Project Cost Management (PMBOK® Guide -Third Edition-aligned)		
			Estimating Activity Costs	PROJ0551
			Budgeting and Controlling Costs	PROJ0552
		Project Quality Management (PMBOK® Guide - Third Edition-aligned)		
			Planning for Quality	PROJ0561
			Performing Quality Assurance and Control	PROJ0562
		Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)		
			Elements of Project Human Resource Management	PROJ0571
			Implementing Project Human Resource Management	PROJ0572
			Project Human Resources Management Simulation	PROJ0570
		Project Communications Management (PMBOK® Guide - Third Edition-aligned)		
			Communications Planning and Information Distribution	PROJ0581
			Performance Reporting and Stakeholder Management	PROJ0582
			Project Communications Management Simulation	PROJ0580
		Project Risk Management (PMBOK® Guide - Third Edition-aligned)		
			Planning and Identifying Project Risk	PROJ0591
			Analyzing Project Risk	PROJ0592
			Responding to and Controlling Project Risk	PROJ0593
		Project Procurement Management (PMBOK® Guide - Third Edition-aligned)		
			Planning Project Procurement and Requesting Seller Responses	PROJ0601
			Choosing Sellers and Administering and Closing Contracts	PROJ0602
			Project Procurement Management Simulation	PROJ0600
		Managing Software Project Outsourcing		
			Making the Right Outsourcing Decision	232192_ENG
			Planning the Outsourcing Deal	232202_ENG
			The Outsourcing Project	232209_ENG
			Determining Project Quality Standards and Milestones	232224_ENG
			Measuring Project Outsourcing Success	232292_ENG
		Project Management Professional Responsibility		
			Ethics and Professional Knowledge	PROJ0041
			Stakeholder Interests and Cultural Diversity	PROJ0042
		Project Management for IT Professionals		
			Introduction to IT Project Management	PROJ0351
			Functions of IT Project Management	PROJ0352
			The Life Cycle of an IT Project	PROJ0353
			Managing the Execution and Control of IT Projects	PROJ0354
			Managing Efficiencies of IT Projects	PROJ0355
			Project IT Management Simulation - The Early Stages	PROJ0350
			Project IT Management Simulation - Design to Rollout	PROJ035S

			Final Exam: Project Management for IT Professionals	FE0013_eng
		Strategic Project Management for IT Projects		
			Strategic Planning and Positioning for IT Projects	PROJ0361
			Strategic Approaches to Managing IT Projects	PROJ0362
			Estimating the IT Project Work Effort	PROJ0363
			IT Project Leadership, Authority & Accountability	PROJ0364
			Managing Multiple IT Projects	PROJ0365
			Cost Management and IT Project Trade-offs	PROJ0366
			Strategic Project Management for IT Projects Simulation	PROJ0360
			Final Exam: Strategic Project Management for IT Projects	FE0014_eng
		Test Prep		
			TestPrep Certified Associate in Project Management (CAPM)	TPCAPM_ENG
			Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	TPPMP3ED_ENG
		Mentoring Assets		
			Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	mntpmp3ed
			Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned	mntcapm3ed
		Project Management Express Guide Series		
			Project Management Professional Certification (PMP) 2005 Express Guide	_pc_eg_444123
	Team Building Curriculum			
		Creating High-performance On-site and Virtual Teams		
			Launching Successful On-site and Virtual Teams	TEAM0151
			Leading Successful On-site Teams	TEAM0152
			Leading Virtual Teams	TEAM0153
			Facilitating On-site and Virtual Teams	TEAM0154
			Creating High-Performance and Virtual Teams Simulation	TEAM0150
			Leading Virtual Teams Simulation	TEAM015S
			Creating High-performance On-site and Virtual Teams	BLTTE015
		Participating in Teams		
			Effective Team-building Strategies	TEAM0171
			Effectively Communicating in Teams	TEAM0172
			The Individual's Role in a Team	TEAM0173
			Participating in Teams Simulation	TEAM0170
			Participating in Teams	BLTTE017
		Making Teams Work: Capitalizing on Conflict		
			Team Conflict: The Seeds of Dissent	TEAM0211
			Analyzing Workplace War Zones	TEAM0212
			Getting Past Clashes: Valuing Team Diversity	TEAM0213
			Conquering Conflict through Communication	TEAM0214
			The Path to Peace and Harmony	TEAM0215
			Manager's Performance Guide - Team Conflict Skills	TEAM0216
			Making Teams Work Simulation	TEAM0210
	Business Analysis			
		Certified Business Analysis Professional (CBAP)		
			Core Concepts in Business Analysis	cons_01_a01_bs_enus
			Enterprise Analysis and Making a Business Case	cons_01_a02_bs_enus
			Introduction to Requirements Planning	cons_01_a03_bs_enus
			Requirements Planning and Management	cons_01_a04_bs_enus
			Eliciting Requirements	cons_01_a05_bs_enus
			Analyzing Requirements Using Models	cons_01_a06_bs_enus

			Refining and Documenting Requirements	cons_01_a07_bs_enus
			Communicating and Implementing Requirements	cons_01_a08_bs_enus
SALES and CUSTOMER FACING SKILLS				
	Sales Curriculum			
		Field Sales Skills		
			Field Sales Foundations	SALE0101
			Planning Your Field Sales Approach	SALE0102
			Applying Your Field Sales Approach	SALE0103
			Completing Your Field Sales Approach	SALE0104
			Field Sales Skills Simulation	SALE0100
			Field Sales Skills Blended Learning Toolkit	BLTSA010
		Territorial Account Sales Skills		
			The Territorial Account Sales Approach	SALE0111
			Understanding Your Target Customer's Business	SALE0112
			Effectively Using Customer-focused Research Meetings	SALE0113
			Gaining Access to Key Personnel at Your Target Accounts	SALE0114
			Delivering High-impact Territorial Account Sales (TAS) Presentations	SALE0115
			Territorial Account Sales Skills Simulation	SALE0110
		Inside Sales Skills		
			Preparing for Outbound Sales Calls	SALE0121
			Initiating Outbound Sales Calls	SALE0122
			Completing Outbound Sales Calls	SALE0123
			Preparing for Inbound Sales Calls	SALE0124
			Completing Inbound Sales Calls	SALE0125
			Inside Sales Skills Simulation	SALE0120
			Inside Sales Skills Blended Learning Toolkit	BLTSA012
		Strategic Account Sales Skills		
			The Strategic Account Sales Approach	SALE0131
			Understanding Your Customer	SALE0132
			Conducting Effective Sales Research Meetings	SALE0133
			Working with Your Customer's Key Players	SALE0134
			Delivering High-Impact Sales Presentations	SALE0135
			Strategic Account Sales Skills Simulation	SALE0130
			Strategic Account Sales Skills	BLTSA013
		Sales Team Management		
			Building a Winning Sales Team	SALE0151
			Using Business Tools to Manage Sales Teams	SALE0152
			Motivating a Winning Sales Team	SALE0153
			Communicating in Sales Teams	SALE0154
			Sales Team Management Simulation	SALE0150
		Selling at the Executive Level		
			Prepare for Success	SALE0221
			Strategic Planning	SALE0222
			Progressing through the Complex Sale	SALE0223
			Presenting Your Proposition	SALE0224
			Negotiating to Mutual Benefit	SALE0225
			From Executive-level Sale to Strategic Partnership	SALE0226
			Preparing for the Executive-level Sale Simulation	SALE0220
			Progressing through the Complex Sale Simulation	SALE022S
			Closing Executive-level Sales Simulation	SALE022T
			Selling at the Executive Level Blended Learning Toolkit	BLTSA022

		SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy		
			The Profession of Selling	SALE0401
			Professional Selling in the Knowledge Economy	SALE0402
			Professional Selling in the Knowledge Economy Simulation	SALE0400
		SalesUniversity Sales Math 101: Developing a Sales Plan for Success		
			Sales Math 101: Developing a Sales Plan for Success	SALE0411
		SalesUniversity Sales Manufacturing: A Success Model		
			Sales Manufacturing (TM): Identifying Sales Opportunities	SALE0421
			Sales Manufacturing (TM): Sales Production	SALE0422
			Sales Manufacturing: Opportunity Development Simulation	SALE0420
		SalesUniversity Communication 101		
			Sales Communications Foundations	SALE0431
			Sales Communications Essentials	SALE0432
			Telesales Communications	SALE0433
			Sales Communication Techniques Simulation	SALE0430
	Customer Service Curriculum			
		HDI - Customer Support Specialist, Professionalism		
			The Customer Support Specialist (CSS)	cust_01_a01_bs_enus
			Support Center Services	cust_01_a02_bs_enus
			Establishing Team and Customer Relationships	cust_01_a03_bs_enus
			Customer Support Specialist Professionalism Simulation	CUST001A
		HDI - Customer Support Specialist		
			Interacting with the Customer	cust_02_a01_bs_enus
			Effective Communication Skills	cust_02_a02_bs_enus
			Managing Conflict, Stress, and Time	cust_02_a03_bs_enus
			Customer Support Specialist Simulation	CUST002A
		HDI - Customer Support Specialist, Process		
			Customer Service Procedures	cust_03_a01_bs_enus
			Managing the Quality of the Customer Support Service Center	cust_03_a02_bs_enus
			Management Tools and Metrics	cust_03_a03_bs_enus
		How to Excel at Customer Service		
			Building the Service Foundation: Corporate Culture	CUST0101
			Fundamentals of Exceptional Customer Service	CUST0102
			The Voice of the Customer	CUST0103
			Advancing Your Service Expertise	CUST0104
			Customers, Conflict and Confrontation	CUST0105
			Overcoming Challenging Service Situations	CUST0106
			Instilling Service Excellence: the EXCEL Acronym	CUST0107
			Service Stars and Service Teams	CUST0108
			Excelling at Customer Service Simulation	CUST0100
			Customer Service Simulation	CUST010S
			How to Excel at Customer Service	BLTCU010
		Frontline Call Center Skills		
			The Call Center Industry	CUST0111
			Call Center Communication Skills	CUST0112
			Call Center Customer Service	CUST0113
			Call Center Telephone Sales	CUST0114
			Frontline Call Center Skills Simulation	CUST0110
		Measuring Customer Satisfaction		
			Discovering What Your Customers Want	CUST0131
			Developing Customer Satisfaction Surveys	CUST0132
			Customer Satisfaction: Analysis and Implementation	CUST0133

			Measuring Customer Satisfaction Simulation	CUST0130
		Internal Customer Service		
			Excellence in Internal Customer Service	CUST0141
			Working With Internal Customers	CUST0142
			Overcoming Internal Customer Service Problems	CUST0143
			Internal Customer Service: Conflict and Complaints Simulation	CUST0140
		Internal Customer Service Agent Skills		
			The Customer Service Agent in Action	CUST0151
			Professional Skills for Customer Service Agents	CUST0152
			Managing Challenges in Customer Service	CUST0153
			Cross-selling in a Customer Service Call	CUST0154
			Customer Service Agent Skills Simulation	CUST0150
		Technical Support Agent Skills		
			The Contact Center and Technical Support Agent	CUST0161
			Technical Support Essentials	CUST0162
			Assessing Customer Behavior	CUST0163
			Technical Support Agent Survival Skills	CUST0164
			Technical Support Agent Skills Simulation	CUST0160
		Managing A Customer-Focused Department		
			Identifying Your Customer's Expectations	CUST0171
			Using Surveys to Measure Customer Satisfaction	CUST0172
			Bridge The Expectations Gap	CUST0173
			Leading A Customer-Focused Team	CUST0174
			Managing a Customer-focused Department Simulation	CUST0170
		IT Infrastructure Library (ITIL) Foundations V3		
			ITIL and the Service Lifecycle	ib_itil_a01_it_enus
			Service Strategy Fundamentals	ib_itil_a02_it_enus
			Service Strategy Processes	ib_itil_a03_it_enus
			Service Design Fundamentals	ib_itil_a04_it_enus
			Service Design Processes	ib_itil_a05_it_enus
			Service Transition Processes and Principles	ib_itil_a06_it_enus
		IT Infrastructure Library (ITIL) Foundations		
			ITIL: The Service Desk and Incident Management	CUST0181
			ITIL: Configuration and Release Management	CUST0182
			ITIL: Service Level and Capacity Management	CUST0183
			ITIL: Problem and Change Management	CUST0184
			ITIL: Continuity and Availability Management	CUST0185
			ITIL: Financial and Security Management	CUST0186
		Inbound Call Center Management		
			The Inbound Call Center	CUST0211
			Inbound Call Center Management: Leadership	CUST0212
			Inbound Call Centers: People Management	CUST0213
			Inbound Call Center Technology	CUST0214
			Performance Metrics for an Inbound Call Center	CUST0215
		Mentoring Assets		
			Mentoring Information Technology Infrastructure Library Foundations (ITIL)	mntitilfv1
			Mentoring hdo-400 HDI Customer Support Specialist (CSS)	mnthdo400
			Mentoring ITIL V3 Foundation (ITV3F)	mntitv3f
		TestPreps		
			Information Technology Infrastructure Library Foundations (ITIL)	TPITILFV1_ENG

	Consulting Skills			
		Consulting with the External Client		
			Essentials of External Consulting	CONS0111
			The Client-Consultant Relationship	CONS0112
			Diagnosing and Planning	CONS0113
			Managing Delivery	CONS0114
			Evaluation and Review	CONS0115
			Consulting with the External Client Simulation	CONS0110
		Consulting with the Internal Client		
			Essentials of Internal Consulting	CONS0121
			Internal Consulting Skills	CONS0122
			Establishing a Relationship with Internal Clients	CONS0123
			A Workable Solution for Internal Clients	CONS0124
			Evaluating Internal Assignments	CONS0125
			Consulting with the Internal Client Simulation	CONS0120
		Internal Consulting for the Technical Professional		
			The Technical Professional as Internal Consultant	CONS0131
			Creating Effective Contracts	CONS0132
			Using Data as a Technical Professional Consultant	CONS0133
			Resistance and Technical Professional Consultants	CONS0134
	Industry Foundations			
		Industry Overviews		
			The Automotive Industry Overview	indo_01_a01_bs_enus
			The Oil and Gas Industry Overview	indo_01_a02_bs_enus
			The Pharmaceutical Industry Overview	indo_01_a03_bs_enus
			The Food and Beverage Industry Overview	indo_01_a04_bs_enus
			The Health Care Industry Overview	indo_01_a05_bs_enus
			The Banking Industry Overview	indo_01_a06_bs_enus
			The Manufacturing Industry Overview	indo_01_a07_bs_enus
			The Retail Industry Overview	indo_01_a08_bs_enus
			The Telecommunications Industry Overview	indo_01_a09_bs_enus
			The Insurance Industry Overview: Version 2	indo_01_a10_bs_enus
		Industry Overview Series		
			Industry Overview: Information Technology	indo_02_a11_bs_enus
			Industry Overview: Federal Government	indo_02_a12_bs_enus
	TestPreps			
		TestPreps		
			HDI Customer Support Specialist	TPHDO400_ENG
NETg Business				
	Communication			
		Communication Skills Curriculum		
			Advanced Business Communication: Business Writing for Results	en_US_45272_ng
			Advanced Business Communication: Effective Business Communication	en_US_45273_ng
			Advanced Business Communication: Guidelines for Effective Communication	en_US_45271_ng
			Organizational Communication: Communicating in the Workplace	en_US_45242_ng
			Organizational Communication: Managing Communication	en_US_45243_ng
			Organizational Communication: The Fundamentals	en_US_45241_ng
	Customer Service			
		Customer Service Curriculum		

			Customer Relationship Management: Fundamentals of CRM	en_US_44031_ng
			Customer Relationship Management: Implementing CRM	en_US_44032_ng
			Customer Relationship Management: eCRM	en_US_44033_ng
	Economics			
		Economics Curriculum		
			Economics: Basic Concepts in Microeconomics	en_US_48812_ng
			Economics: Products and Markets	en_US_48813_ng
			Economics: Foundations of Macroeconomics	en_US_48814_ng
	Government			
		Government Curriculum		
			Government Contracting: Overview of Government Contracts	en_US_49921_ng
			Government Contracting: Working with Government Contracts	en_US_49922_ng
	Human Resources & Workplace Issues			
		German Laws for Equality of Treatment		
			AGG (GETA) - Information for Employees	KN00012218_ng
			AGG (GETA) - Information for Management	KN00012219_ng
		Human Resources Curriculum		
			Exit Interviewing Skills: The Termination Process	en_US_47016_ng
			Exit Interviewing Skills: Preparing for an Exit Interview	en_US_47014_ng
			Exit Interviewing Skills: Conducting an Exit Interview	en_US_47015_ng
	Management and Leadership			
		Management Curriculum		
			Remote Manager Practices- Monitoring Employee Performance	en_US_41419_ng
			Remote Manager Practices- Delivering Performance Evaluations	en_US_41420_ng
			Remote Manager Practices- Managing Poor Performance	en_US_41421_ng
			Remote Manager Practices - Hiring a Telecommuting Employee	en_US_41416_ng
			Remote Manager Practices - Communicating with Employees	en_US_41417_ng
			Remote Manager Practices - Motivating Employees	en_US_41418_ng
			Talent Management: Knowing Talent	en_US_41411_ng
			Talent Management: Selecting Talent	en_US_41412_ng
			Talent Management: Developing Talent	en_US_41413_ng
			Balanced Scorecard: Corporate Strategy	en_US_41401_ng
			Balanced Scorecard: Implementing	en_US_41402_ng
			Balanced Scorecard: Measuring Business Objectives	en_US_41403_ng
			Managing High Performers: Creating a Retention Strategy	en_US_41221_ng
			Managing High Performers: Defining and Finding High Performers	en_US_41222_ng
			Managing High Performers: Implementing Recognition Programs	en_US_41223_ng
			Managing the Expert: Understanding Experts	en_US_41201_ng
			Managing the Expert: Developing a Successful Environment	en_US_41202_ng
			Managing the Expert: Managing the Unique Needs of Experts	en_US_41203_ng
			Organizational Behavior: Organizational Group Dynamics	en_US_41102_ng
			Organizational Behavior: The Organizational System	en_US_41103_ng
			Organizational Behavior: Organizational Dynamics for Individuals	en_US_41101_ng
			Business Case: Preparing	en_US_41095_ng
		Leadership Curriculum		
			Executive Level Leadership: Change and the Executive Leader	en_US_46205_ng

			Executive Level Leadership: Leadership and Communication	en_US_46206_ng
			Executive Level Leadership: Becoming an Executive Leader	en_US_46204_ng
			Goal Setting: Goal Setting Tools for Managers	en_US_46032_ng
			Goal Setting: Organizational Goal Setting	en_US_46033_ng
			Goal Setting: Reaching Individual Goals	en_US_46031_ng
	Operations			
		Operations Curriculum		
			Total Quality Management: Fundamentals	en_US_44851_ng
			Total Quality Management: Principles	en_US_44852_ng
			Total Quality Management: Implementation and Tools	en_US_44853_ng
			ISO 9001: 2000: Overview of Standards	en_US_44731_ng
			ISO 9001: 2000: Implementing Standards	en_US_44732_ng
			ISO 9001: 2000: The Auditing Process	en_US_44733_ng
			Operations Management: Fundamentals of Operations Management	en_US_44721_ng
			Operations Management: Operations Components	en_US_44722_ng
			Operations Management: Operations Management Tools	en_US_44723_ng
			Quality Management: The Quality Management Process	en_US_44711_ng
			Quality Management: Quality Management Tools	en_US_44712_ng
			Quality Management: Business Process Improvement	en_US_44713_ng
	Personal Development			
		Personal Development Curriculum		
			Business Travel Safety: International Travel	en_US_43062_ng
			Business Travel Safety: Forming a Corporate Travel Safety Program	en_US_43063_ng
			Business Travel Safety: Safety Measures for Travelers	en_US_43064_ng
			Business Travel Safety: Domestic Travel	en_US_43061_ng
			Remote Employee Practices - Working as a Telecommuting Employee	en_US_43009_ng
	Project Management			
		Project Management Curriculum		
			Project Management: Government	en_US_41601_ng
			Advanced Project Leadership: Selling Project Management to the Organization	en_US_41527_ng
			Advanced Project Leadership: Organization, Strategy and Business Needs	en_US_41524_ng
			Advanced Project Leadership: Navigating Corporate Structures	en_US_41525_ng
			Advanced Project Leadership: Bringing Home the Value	en_US_41526_ng
			Project Leadership: Leading the Project Team	en_US_41521_ng
			Project Leadership: Communicating Within a Project Team	en_US_41522_ng
			Project Leadership: Overcoming Obstacles	en_US_41523_ng
			Advanced Project Management: Setting Up a Project Office	en_US_41515_ng
			Advanced Project Management: Portfolio Management	en_US_41516_ng
			Advanced Project Management: Project Management Maturity	en_US_41517_ng
			Advanced Project Management: Building Productive Stakeholder Relationships	en_US_41512_ng
			Advanced Project Management: Project Estimating Techniques	en_US_41513_ng
			Advanced Project Management: Managing Accelerated Projects	en_US_41514_ng
	Sales and Marketing			
		Marketing Curriculum		
			Principles of Marketing: Promotion Strategy	en_US_42404_ng

			Principles of Marketing: Pricing Strategy	en_US_42405_ng
			Principles of Marketing: Writing a Marketing Plan	en_US_42406_ng
			Principles of Marketing: Fundamentals of Marketing	en_US_42401_ng
			Principles of Marketing: Product Strategy	en_US_42402_ng
			Principles of Marketing: Distribution Strategy	en_US_42403_ng
		Sales Curriculum		
			Relationship Management: Preparing the Client Relationship	en_US_44565_ng
			Relationship Management: Building the Client Relationship	en_US_44566_ng
			Relationship Management: Maintaining the Client Relationship	en_US_44567_ng
			Sales Forecasting: Forecasting for Success	en_US_44548_ng
			Sales Forecasting: Forecasting Your Own Accounts	en_US_44549_ng
			Sales Forecasting: Applying Forecasting Methods	en_US_44550_ng
			Sales Negotiations: Fundamentals of Negotiation	en_US_44545_ng
			Sales Negotiations: Negotiation Strategies	en_US_44546_ng
			Sales Negotiations: Negotiation Execution	en_US_44547_ng
			Competitive Selling: Defining Value	en_US_44541_ng
			Competitive Selling: Enhancing Value	en_US_44542_ng
			Competitive Selling: Beating the Competition	en_US_44543_ng
			Sales Presentations - Preparing for Sales Presentations	en_US_44516_ng
			Sales Presentations - Developing High Quality Sales Presentations	en_US_44517_ng
			Sales Presentations - Delivering the Sales Presentation	en_US_44518_ng
	Strategic Planning			
		Strategic Planning Curriculum		
			Managing Business Risk: Developing a Risk Management Plan	en_US_42521_ng
			Managing Business Risk: Risk Assessment and Control	en_US_42522_ng
			Managing Business Risk: Financing and Contingency Planning	en_US_42523_ng
	Team Building			
		Team Building Curriculum		
			Virtual Team Management: Managing Virtual Team Relationships	en_US_42302_ng
			Virtual Team Management: Coaching Virtual Team Members	en_US_42303_ng
			Cross-Functional Teams: Selecting Cross-Functional Team Members	en_US_42232_ng
			Cross-Functional Teams: Cross-Functional Team Development	en_US_42233_ng
			Virtual Team Management: Developing Virtual Teams	en_US_42301_ng
			Project Team Management: Team Building Techniques	en_US_42222_ng
			Project Teams: Building a Project Team	en_US_42223_ng
			Cross-Functional Teams: Goal Setting in a Cross-Functional Team	en_US_42231_ng
			Project Team Management: Participating in a Project Team	en_US_42221_ng
			Team Leadership: Conducting Productive Team Meetings	en_US_42205_ng
			Team Leadership: Promoting Your Team's Effectiveness	en_US_42206_ng
			Team Leadership: Developing A High-Performance Team	en_US_42204_ng

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Solution Area	Curriculum	Series	Course Title	Course#
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		Adobe Acrobat 8.0		
			Creating and Working with PDFs in Adobe Acrobat 8	at_adab_a01_dt_enus
			Editing and Reviewing in Adobe Acrobat 8	at_adab_a02_dt_enus
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		Adobe Reader 8.0		
			Using Adobe Reader 8	at_adar_a01_dt_enus
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	Adobe Acrobat 5			
		Adobe Acrobat 5.0: Getting Started		
			Getting Started with Adobe Acrobat 5.0	35669_ENG
		Adobe Acrobat 5.0: Up and Running		
			Up and Running with Adobe Acrobat 5.0	35672_ENG
	Best Practices for Desktop Users			
		Information Security Best Practices for Business Users		
			Introduction to information security	216913_ENG
			Operational information security	217983_ENG
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			Information security and the Internet	216960_ENG
	Microsoft Office 2007			
		Microsoft Office 2007: New Features		
			New Features for End Users in Microsoft Office 2007	239866_ENG
			Microsoft Office Excel, PowerPoint, and Outlook 2007	239874_ENG
			Microsoft Access 2007 and Microsoft Publisher 2007	239976_ENG
			Sharing and Collaboration in Microsoft Office Enterprise 2007	240019_ENG
		Microsoft Office 2007: Beginning Word		
			Getting Started with Word 2007	mo_bgwd_a01_dt_enus
			Working with Text and Paragraphs in Word 2007	mo_bgwd_a02_dt_enus
			Structuring, Editing, Saving, and Opening Documents in Word 2007	mo_bgwd_a03_dt_enus
			Printing, Help, and Automated Formatting in Word 2007	mo_bgwd_a04_dt_enus
			Working with Documents in Word 2007	mo_bgwd_a05_dt_enus
		Microsoft Office 2007: Advanced Word		
			Advanced Formatting in Word 2007	mo_adwd_a01_dt_enus
			Advanced Document Navigation and Document Reviews in Word 2007	mo_adwd_a02_dt_enus
			Using Tables, Charts, and Graphics in Word 2007	mo_adwd_a03_dt_enus
		Microsoft Office 2007: Word for the Power User		
			Advanced Data Manipulation Features in Word 2007	mo_wdpu_a01_dt_enus
			Advanced Document Features in Word 2007	mo_wdpu_a02_dt_enus
			Collaborative Features in Word 2007	mo_wdpu_a03_dt_enus
		Microsoft Office 2007: Beginning Excel		
			Getting Started with Excel 2007	mo_bgex_a01_dt_enus
			Manipulating and Formatting Data and Worksheets	mo_bgex_a02_dt_enus
			Reviewing and Printing in Excel 2007	mo_bgex_a03_dt_enus
			Excel 2007 Formulas and Functions	mo_bgex_a04_dt_enus
			Excel 2007 Charts, Pictures, Themes, and Styles	mo_bgex_a06_dt_enus
		Microsoft Office 2007: Advanced Excel		
			Advanced Formatting in Excel 2007	mo_adex_a01_dt_enus
			Advanced Data Management in Excel 2007	mo_adex_a02_dt_enus
			Advanced Customization in Excel 2007	mo_adex_a03_dt_enus
		Microsoft Office 2007: Excel for the Power User		
			Analyzing Data in Excel 2007	mo_expu_a01_dt_enus
			Protecting and Sharing Excel 2007 Workbooks	mo_expu_a02_dt_enus

			Exchanging Data with Excel 2007	mo_expu_a03_dt_enus
		Microsoft Office 2007: Beginning PowerPoint		
			Getting Started with PowerPoint 2007	mo_bgpp_a01_dt_enus
			Adding Graphics to Presentations in PowerPoint 2007	mo_bgpp_a02_dt_enus
			Adding Multimedia and Animations to Presentations	mo_bgpp_a03_dt_enus
		Microsoft Office 2007: Advanced PowerPoint		
			Creating Custom Slide Shows in PowerPoint 2007	mo_adpp_a01_dt_enus
			Distributing Presentations in PowerPoint 2007	mo_adpp_a02_dt_enus
		Microsoft Office 2007: Beginning Outlook		
			Getting Started with Outlook 2007	mo_bgol_a01_dt_enus
			Formatting and Managing E-mail in Outlook 2007	mo_bgol_a02_dt_enus
			Using the Calendar in Outlook 2007	mo_bgol_a03_dt_enus
			Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007	mo_bgol_a04_dt_enus
			Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007	mo_bgol_a05_dt_enus
		Microsoft Office 2007: Advanced Outlook		
			Customizing Outlook 2007 and Using the Journal	mo_adol_a01_dt_enus
			Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007	mo_adol_a02_dt_enus
			Working with SharePoint, Calendars, and Forms in Outlook 2007	mo_adol_a03_dt_enus
		Microsoft Office 2007: Outlook for the Power User		
			Data Security, Archiving, and Working Offline in Outlook 2007	mo_olpu_a01_dt_enus
			Instant, Text, and Unified Messaging in Outlook 2007	mo_olpu_a02_dt_enus
			Business Contact Manager with Outlook 2007	mo_olpu_a03_dt_enus
		Microsoft Office 2007: Beginning Access		
			Getting Started with Access 2007	mo_bgac_a01_dt_enus
			Basic Access 2007 Tables	mo_bgac_a02_dt_enus
			Basic Access 2007 Forms	mo_bgac_a03_dt_enus
			Queries and Reports in Access 2007	mo_bgac_a04_dt_enus
		Microsoft Office 2007: Advanced Access		
			Importing and Exporting Data and Data Presentation in Access 2007	mo_adax_a01_dt_enus
			Advanced Data Management in Access 2007	mo_adax_a02_dt_enus
		Microsoft Office 2007: Access for the Power User		
			Programmability and Administration in Access 2007	mo_acpu_a01_dt_enus
			Database Administration in Access 2007	mo_acpu_a02_dt_enus
		Microsoft Office 2007: Beginning Visio		
			Creating Visio 2007 Diagrams	mo_bgvs_a01_dt_enus
			Enhancing and Customizing Diagrams in Visio 2007	mo_bgvs_a02_dt_enus
			Collaborating and Using Visio 2007 With Other Programs	mo_bgvs_a03_dt_enus
		Microsoft Office 2007: Beginning Project		
			Creating and Designing a project	mo_bgpr_a01_dt_enus
			Specifying and Assigning Resources in Project 2007	mo_bgpr_a02_dt_enus
			Tracking and Reporting Progress	mo_bgpr_a03_dt_enus
		Microsoft Office 2007: Advanced Project		
			Advanced Customization	mo_adpr_a01_dt_enus
			Project Data Management and Performance	mo_adpr_a02_dt_enus
		Microsoft Office 2007: Publisher		
			Creating Customized Publications with Publisher 2007	mo_pblr_a01_dt_enus
			Extending Publisher 2007 Beyond Publications	mo_pblr_a02_dt_enus
		Microsoft Office SharePoint Server 2007 End User		
			SharePoint 2007 Essentials	250450_ENG
			Creating and Managing Personal Sites and Searches in SharePoint 2007	250463_ENG
		Microsoft Office 2007: Collaborating, Communicating, and Sharing Information		

			Microsoft Office 2007: Collaborating with Groove and Communicator	mo_ncmg_a01_dt_enus
			Microsoft Office 2007: Sharing Information with OneNote 2007	mo_ncmg_a02_dt_enus
		Microsoft Windows Vista for the End User		
			Getting Started with Windows Vista	mv_wveu_a01_it_enus
			Work with Files, Programs and Printing in Windows Vista	mv_wveu_a02_it_enus
			Navigating the Web and System Maintenance with Windows Vista	mv_wveu_a03_it_enus
	Microsoft Office XP			
		Microsoft Office XP - Advanced Access 2002		
			Advanced Database Design in Access 2002	116022_ENG
			Advanced Database Features in Access 2002	116051_ENG
		Microsoft Office XP: Advanced Excel 2002		
			Advanced Data Management in Excel 2002	114461_ENG
			Advanced Data Manipulation and Analysis in Excel 2002	114635_ENG
		Microsoft Office XP: Advanced FrontPage 2002		
			Building and Modifying Web Sites in FrontPage 2002	115955_ENG
			Enhancing and Publishing Web Sites in FrontPage 2002	115977_ENG
		Microsoft Office XP: Advanced Outlook 2002		
			Managing Outlook 2002	114389_ENG
		Microsoft Office XP: Advanced PowerPoint 2002		
			Customizing, Running, and Broadcasting PowerPoint 2002 Presentations	116195_ENG
			PowerPoint 2002 Customization and Office XP Integration	116211_ENG
		Microsoft Office XP: Advanced Word 2002		
			Advanced Formatting and Navigation in Word 2002	114968_ENG
			Advanced Document Features in Word 2002	114983_ENG
			Collaborative Features in Word 2002	115008_ENG
		Microsoft Office XP: Beginning FrontPage 2002		
			FrontPage 2002 Basics	114938_ENG
			Enhancing and Managing Web Sites with FrontPage 2002	114955_ENG
		Microsoft Office XP: Beginning Outlook 2002		
			Introducing Outlook 2002	115146_ENG
		Microsoft Office XP: Beginning PowerPoint 2002		
			Creating Presentations using PowerPoint 2002	115027_ENG
		Microsoft Office XP: Beginning Word 2002		
			Creating Documents in Word 2002	114325_ENG
			Working with Documents in Word 2002	114346_ENG
		Microsoft Office XP: Common Features Across Office Applications		
			Common Features in Microsoft Office XP	115172_ENG
		Microsoft Office XP: New Features for Advanced Users		
			Office XP for the Advanced User	116275_ENG
		Microsoft Office XP: Beginning Visio 2002		
			Creating Diagrams in Visio 2002	117077_ENG
			Working with Diagrams in Visio 2002	117090_ENG
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		Internet Explorer		0
			Windows Internet Explorer 7: Advanced Features	KN00074007_ng
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			SAP R/3 4.6 CO Profitability Analysis	en_US_14352_ng
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			SAP R/3 4.6 FI: General Ledger Organization and G/L Account	en_US_14345_ng
			mySAP CRM 3.0 Overview	en_US_14340_ng
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			Antitrust-Trade Associations	LCO0103
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			Workplace Diversity Awareness	lchr_01_a03_lc_enus
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			Interviewing and Hiring Practices	LCO0110
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			HIPAA: Evaluating the Impact of the Privacy Rule	HR0192
			HIPAA: Implementing Privacy Rules	HR0193
			HIPAA: Securing Protected Health Information	HR0194
eral Government Industry				
	Federal Compliance		Catalog: http://www.skillsoft.com/catalog/subject2.asp?oid=5013647&pid=5013647	
		Federal Government Legal Compliance		
			The No FEAR Act	fgov_01_a01_bs_enus
			IT Security Awareness	fgov_01_a02_bs_enus
			The US Constitution	fgov_01_a03_bs_enus
			Sexual Harassment Prevention for Federal Employees	fgov_01_a04_bs_enus
			Accessibility and Section 508 Awareness	fgov_01_a05_bs_enus
			Workplace Safety	fgov_01_a06_bs_enus
			Federal Enterprise Architecture	fgov_01_a07_bs_enus
			Federal Budgeting Process	fgov_01_a08_bs_enus
			Government Ethics	fgov_01_a09_bs_enus
			Proper Use of Government Charge Cards	fgov_01_a10_bs_enus
			Human Resources Flexibilities	fgov_01_a11_lc_enus
ENVIRONMENTAL, SAFETY & HEALTH, and TRANSPORTATION				
	ES&H and Transportation		Catalog: http://www.skillsoft.com/catalog/subject2.asp?oid=5006417&pid=5006417	
		Environmental		
			Environmental Management Systems (EMS)	esh_env_a01_sh_enus
			Environmental Regulations Overview	ENV0101
			Hazardous Waste Generator (Awareness)	ENV0102
			Spill Prevention and Control	ENV0103
			Spill Prevention Control and Countermeasure Plan	ENV0104
			Storm Water Pollution Prevention	ENV0105
			Universal Waste Rule Training	ENV0106
			Used Oil Management	ENV0107

		Safety and Health		
			Access to Medical and Exposure Records	SAH0401
			Accident Investigation and Reporting	SAH0402
			Accident Investigation and Reporting Simulation	SAH0400
			Asbestos Awareness	SAH0403
			Back Safety	SAH0404
			Behavior-based Safety for Supervisors	SAH0405
			Bloodborne Pathogens	SAH0406
			Carcinogen Safety	SAH0407
			Chemical Process Safety	SAH0408
			Chlorine Safety	esh_sah_a03_sh_enus
			Cold Stress	SAH0409
			Compressed Gas Safety Program	SAH0411
			Computer Ergonomics	SAH0412
			Confined Space Entry	SAH0414
			Construction Safety Orientation	SAH0415
			Cryogenic Safety	esh_sah_a04_sh_enus
			Decontamination (HAZWOPER)	SAH0416
			Defensive Driving	SAH0417
			Defensive Driving Techniques	SAH0418
			Defensive Driving: Truck Safety	esh_sah_a12_sh_enus
			Electrical Safety Awareness	SAH0419
			Electrostatic Discharge Safety Training	esh_sah_a07_sh_enus
			Emergency Disaster Preparedness	SAH0421
			Emergency Response	SAH0422
			Emergency Response and Spill Control (HAZWOPER)	SAH0423
			Ergonomics Awareness	SAH0424
			Fall Protection Awareness	SAH0425
			Fire and Explosion Hazards (H)	SAH0426
			Fire Prevention and Safety	SAH0427
			First Aid--Automated External Defibrillator	SAH0428
			First Aid--Basic	SAH0429
			First Aid--CPR	SAH0431
			First Aid--Medical Emergencies	SAH0432
			Food Safety and Handling	esh_sah_a05_sh_enus
			Forklift Safety	SAH0433
			Hand and Power Tool Safety	SAH0434
			Hearing Conservation	SAH0438
			Hazardous Material Management	SAH0109
			Hazard Communication	SAH0435
			Hazard Communication (HAZWOPER)	SAH0436
			Heat and Cold Exposure Management (HAZWOPER)	SAH0439
			Heat Stress	SAH0441
			Hot Work Permits	SAH0108
			Hydrogen Sulfide	SAH0442
			Indoor Hoisting and Rigging	SAH0443
			Industrial Ergonomics	SAH0444
			Job Hazard Analysis	SAH0445
			Laboratory Safety	SAH0446
			Ladder and Scaffolding Safety	SAH0447
			Ladder Safety	SAH0448
			Laser Safety Training	SAH0449

			Lead and Cadmium	esh_sah_a02_sh_enus
			Lead Awareness	SAH0451
			Lockout/Tagout	SAH0452
			Lockout/Tagout for Authorized Persons	esh_sah_a08_sh_enus
			Liquefied Petroleum Gas (LPG) Safety	SAH0453
			Machine Guarding Safety	SAH0454
			Material Handling and Storage	SAH0455
			Material Safety Data Sheets	SAH0456
			Mold Awareness	esh_sah_a01_sh_enus
			NFPA 70E Electrical Safety in the Workplace	esh_sah_a06_sh_enus
			Non-Ionizing Radiation Safety	esh_sah_a09_sh_enus
			Office Ergonomics	SAH0457
			Office Safety	SAH0458
			OSHA 300 Recordkeeping	SAH0459
			Pandemic Flu (Bird Flu) Awareness	esh_sah_a10_sh_enus
			Personal Protective Equipment	SAH0461
			Portable Fire Extinguishers	SAH0462
			Powered Industrial Truck Safety	SAH0463
			PPE/Respiratory Protection (HAZWOPER)	SAH0464
			PPE: Hand Protection	SAH0468
			Personal Protective Equipment: Body Protection	SAH0465
			Personal Protective Equipment: Head Protection	SAH0469
			PPE: Foot and Leg Protection	SAH0467
			PPE: Eye and Face Protection	SAH0466
			Radiation Safety	SAH0471
			Regulatory Information	SAH0472
			Regulatory Overview (HAZWOPER)	SAH0473
			Respiratory Protection	SAH0474
			Safe Work Practices	SAH0475
			Signs and Tags	SAH0476
			Site Control (HAZWOPER)	SAH0477
			Site Safety and Health Plan Procedures (HAZWOPER)	SAH0478
			Slips, Trips, and Falls	SAH0479
			Sprains and Strains	esh_sah_a11_sh_enus
			Toxicology (HAZWOPER)	SAH0482
			Trenching and Excavation Safety	SAH0483
			Tuberculosis: Prevention and Control	SAH0484
			Welding, Cutting, and Brazing	SAH0485
			Workplace Safety Orientation	SAH0486
			Workplace Security Awareness	SAH0487
			Workplace Hazardous Materials Information System	SAH0488
		Transportation		
			DOT Drug and Alcohol Awareness	esh_trns_a01_sh_enus
			DOT Security for Shipment of Hazardous Materials	esh_trns_a02_sh_enus
			DOT 1: Hazardous Materials Table	TRNS0201
			DOT 2: Packaging and Labeling	TRNS0202
			DOT 3: Shipping Papers	TRNS0203
			DOT 4: Loading and Storage	TRNS0204
			IATA 1: Hazard Class Identification/Classification	TRNS0205
			IATA 2: Marking and Labeling	TRNS0206
			IATA 3: Packaging	TRNS0207
			IATA 4: Documentation	TRNS0208

			IATA 5: Limitations and Shipment Review	TRNS0209
		Fundamentals		
			Centrifugal Pumps--Types and Components Training	FUND0303
			DC Circuit Theory	FUND0304
			Positive Displacement Pumps	FUND0305
		Security		
			NFPA 1600 Disaster/Emergency Management	esh_sec_a01_sh_enus
			NFPA 1600 Business Continuity Programs	esh_sec_a02_sh_enus
	NETg Environmental, Health and Safety			
		Industrial Skills Curriculum		
			Electrical/Electronics: Solid State Theory	en_US_15740_ng
			Electrical/Electronics: Introduction to Electronics	en_US_15737_ng
			Electrical/Electronics: Fundamentals of Digital Electronics	en_US_15738_ng
			Electrical/Electronics: Applied Digital Electronics	en_US_15739_ng
			Blueprint Reading: Geometric Dimensioning and Tolerancing (R)	en_US_15730_ng
			Blueprint Reading: Mechanical Print Reading	en_US_15731_ng
			Electrical/Electronics: Motors and Transformers	en_US_15736_ng
			Blueprint Reading: General Print Reading	en_US_15727_ng
			Blueprint Reading: Process and Instrumentation Drawings (R)	en_US_15728_ng
			Blueprint Reading: Electrical Print Reading	en_US_15729_ng
		Electrical/Electronics		0
			Electrical/Electronics: DC Circuits	en_US_15735_ng
			Electrical/Electronics: Introduction to Electricity	en_US_15732_ng
			Applied Electricity	en_US_15733_ng
			Electrical/Electronics: AC Circuits	en_US_15734_ng
ENVIRONMENTAL, SAFETY & HEALTH, and TRANSPORTATION (Spanish)				
	Environmental, Safety & Health, and Transportation			
		Environmental		
			Generador de desechos peligrosos (conocimiento) / Hazardous Waste Generator (Awareness)	ENV1102
			Control y Prevención de Derrames / Spill Prevention and Control	ENV1103
			Plan de Control y Contramedidas de Prevención de Derrames / Spill Prevention Control and Countermeasure Plan	ENV1104
			Prevención de la contaminación de aguas pluviales / Storm Water Pollution Prevention	ENV1105
		Safety and Health		
			Acceso a los Registros Médicos y de Exposición / Access to Medical and Exposure Records	SAH1401
			Investigación y reporte de accidentes / Accident Investigation and Reporting	SAH1402
			Conocimiento sobre la exposición al asbesto / Asbestos Awareness	SAH1403
			Seguridad de la espalda / Back Safety	SAH1404
			Seguridad basada en el comportamiento para supervisores / Behavior-based Safety for Supervisors	SAH1405
			Patógenos transmitidos por la sangre / Bloodborne Pathogens	SAH1406
			Estrés causado por el frío / Cold Stress	SAH1409
			Seguridad contra el gas comprimido / Compressed Gas Safety as Safety	SAH1411
			Ingreso a Espacios Restringidos / Confined Space Entry	SAH1414

			Orientación para la seguridad en la construcción/Construction Safety Orientation	SAH1415
			Conocimientos sobre seguridad eléctrica / Electrical Safety Awareness	SAH1419
			Preparación para desastre de emergencia / Emergency Disaster Preparedness	SAH1421
			Concientización sobre ergonomía / Emergency Disaster Preparedness	SAH1424
			Conocimiento sobre Protección contra Caídas / Fall Protection Awareness	SAH1425
			Prevención y seguridad contra incendios / Fire Prevention and Safety	SAH1427
			Seguridad de las grúas de horquilla / Forklift Safety	SAH1433
			Seguridad para Herramientas Manuales y Eléctricas / Hand and Power Tool Safety	SAH1434
			Conservación de la audición / Hearing Conservation	SAH1438
			Comunicación del peligro / Hazard Communication	SAH1435
			Ácido sulfhídrico / Hydrogen Sulfide	SAH1442
			Izamiento y montaje de interior / Indoor Hoisting and Rigging	SAH1443
			Seguridad en escaleras y andamios / Ladder and Scaffolding Safety	SAH1447
			Seguridad para el uso de escaleras / Ladder Safety	SAH1448
			Bloqueo con candado/etiqueta / Lockout/Tagout	SAH1452
			Hojas de datos de seguridad del material / Material Safety Data Sheets	SAH1456
			Ergonomía de la oficina / Office Ergonomics	SAH1457
			Seguridad en la oficina / Office Safety	SAH1458
			Equipo de Protección Personal (PPE) / Personal Protective Equipment	SAH1461
			Extinguidores de incendios portátiles / Portable Fire Extinguishers	SAH1462
			Seguridad de los camiones industriales a motor / Powered Industrial Truck Safety	SAH1463
			Seguridad para la radiación / Radiation Safety	SAH1471
			Protección Respiratoria / Respiratory Protection	SAH1474
			Prácticas de trabajo seguras / Safe Work Practices	SAH1475
			Resbalones, tropezones y caídas / Slips, Trips, and Falls	SAH1479
			Seguridad durante los procesos de excavación y apertura de zanjas / Trenching and Excavation Safety	SAH1483
			Soldadura, corte y soldadura fuerte / Welding, Cutting, and Brazing	SAH1485
		Transportation		
			DOT1: Tabla de materiales peligrosos, MP (del inglés, HAZMAT, HMT) / DOT 1: Hazardous Materials Table	TRNS1201
			DOT (Department of Transportation - Departamento de Transporte) 2: Embalar y Etiquetar / DOT 2: Packaging and Labeling	TRNS1202
			DOT 3: Documentos de transporte / DOT 3: Shipping Papers	TRNS1203
			DOT 4: Carga y almacenamiento / DOT 4: Loading and Storage	TRNS1204
NETg Small Medium Business / Consumer			Catalog: http://www.skillsoft.com/catalog/	
	Financial Management Consumer / Home Office			
		QuickBooks 2003 Curriculum		
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			QuickBooks 2003 - Basic Accounting	en_US_15023_ng

		Financial Management Consumer/Home Office Series		
			QuickBooks Pro 2007: Transactions and Reports	KN00015917_ng
			QuickBooks Pro 2007: Centers, Lists, and Forms	KN00015918_ng
			Microsoft Money 2007 Deluxe	KN00015919_ng
			Quicken 2007 Deluxe	KN00015915_ng
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			Money 2003 - Manage Your Finances	en_US_15004_ng
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		Home Productivity Consumer/Home Office Series		
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			Troubleshooting Basics for Your Microsoft Windows Vista PC	KN00015911_ng
	Microsoft End User Consumer/Home Office			
		Microsoft End User Consumer/Home Office Series		
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			Microsoft Works 2003 - Creating Documents	en_US_15007_ng
			Microsoft Works 2003 - Creating Spreadsheets	en_US_15008_ng
			Microsoft Works 2003 - Introduction	en_US_15006_ng
			NetMeeting	en_US_15042_ng
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		Security Series		
			Getting to Know McAfee SecurityCenter 2007	KN00015904_ng
			McAfee Internet Security Suite 2007	KN00015905_ng
	WordPerfect Office - Consumer / Home Office			
		WordPerfect Office Series		
			WordPerfect Office 12 - WordPerfect	en_US_15805_ng
			WordPerfect Office 11 - Presentations 11	en_US_15032_ng
			WordPerfect Office 11 - QuattroPro 11	en_US_15031_ng
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			WordPerfect Office 12 - Presentations	en_US_15807_ng
			WordPerfect Office 12 - Quattro Pro	en_US_15806_ng
	Digital Media Consumer / Home Office			
		Paint Shop Pro 8 Curriculum		
			Paint Shop Pro 8 Part 1 - Getting Started	en_US_15017_ng
			Paint Shop Pro 8 Part 2 - Working with Images	en_US_15018_ng
	Industrial Skills			
		Industrial Skills Curriculum		
			Electrical/Electronics: Solid State Theory	en_US_15740_ng
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			Electrical/Electronics: Fundamentals of Digital Electronics	en_US_15738_ng
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Vendor	Certification	Exam(s)	Course Name	Code
Cisco	CCVP	642-432	Cisco Voice over IP (CVOICE) 5.0	LLCS0015
	CCVP	642-642	Implementing Cisco Quality of Service (QoS) 2.2	LLCS0015
	CCVP	642-444	Cisco IP Telephony- Part 1 (CIPT1) 4.1	LLCS0016
	CCVP	642-444	Cisco IP Telephony- Part 2 (CIPT2) 4.1	LLCS0017
	CCVP	642-426	Troubleshooting Cisco Unified Communications Systems (TUC) 1.0	LLCS0020
	CCVP	642-453	Implementing Cisco Voice Gateways and Gatekeepers (GWGK) 2.0	LLCS0021
	CCVP	642-445	Cisco IP Telephony Part 1 (CIPT1) 5.0 (Linux Platform)	LLCS0022
	CCVP	642-445	Cisco IP Telephony Part 2 (CIPT2) 5.0 (Linux Platform)	LLCS0023
	Spec.	642-144	IP Telephony Express (IPTX) 4.0	LLCS0026
	Spec.	642-414	IP Telephony Design (IPTD) 1.0	LLCS0027
	Spec.	642-104	Cisco Unified Communications System Engineer (UCSE) 1.4	LLCS0024
	N/A	N/A	Implementing Cisco Multicasting (MCAST) 1.0	LLCS0028
	N/A	N/A	Microsoft Software for Cisco Voice (MSCV) 1.0	LLCS0029
	CCENT/CCNA	640-802 or 640-822	Interconnecting Cisco Network Devices Part 1 (ICND1) 1.0	LLCS0003
	CCNA	640-816	Interconnecting Cisco Network Devices Part 2 (ICND2) 1.0	LLCS0004
	CCNP	642-892 or 642-812	Building Cisco Multilayer Switched Networks (BCMSN) 3.0	LLCS0005
	CCNP	642-901	Building Scalable Cisco Internetworks (BSCI) 3.0	LLCS0006
	CCNP	642-825	Implementing Secure Converged Wide Area Networks (ISCW) 1.0	LLCS0007
	CCNP	642-845	Optimizing Converged Cisco Networks (ONT) 1.0	LLCS0008
	CCDP	642-873	Designing Cisco Network Service Architectures (ARCH) 2.0	LLCS0011
	CCDA	642-863	Designing for Cisco Internetwork Solutions (DESGN) 2.0	LLCS0009
	N/A	N/A	Configuring BGP on Cisco Routers (BGP) 3.1	LLCS0012
	N/A	N/A	Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.1	LLCS0013
	N/A	N/A	Implementing CiscoWorks for Enterprise LAN/WAN Management (CWENT) 2.5	LLCS0014
	CCSP	642-552	Securing Network Devices (SND) 2.0	LLCS0032
	CCSP	642-503	Securing Networks with Cisco Routers and Switches (SNRS) 2.0	LLCS0033

	CCSP	642-523	Securing Networks with PIX and ASA (SNPA) 5.0	LLCS0034
	CCSP	642-533	Implementing Cisco Intrusion Protection Systems (IPS) 6.0	LLCS0036
	CCSP	642-511	Cisco Secure Virtual Private Networking (CSVPN) 4.7	LLCS0037
	CCSP	642-513	Securing Hosts Using Cisco Security Agent (HIPS) 3.0	LLCS0038
	Spec.	642-586	Cisco Wireless LAN Fundamentals (CWLF) 1.0	LLCS0039
	Spec.	642-586	Cisco Wireless LAN Advanced Topics (CWLAT) 1.0	LLCS0040
Microsoft	MCSE '03	70-297	Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design	LLMS0010
	MCSA/E '03	70-291	Microsoft Windows Server 2003 Network Services Management	LLMS0014
	MCSA/E '03	70-290	Microsoft Windows Server 2003 Environment Management and Maintenance	LLMS0012
	MCSE '03	70-294	Microsoft Windows Server 2003 Active Directory Strategy and Implementation	LLMS0011
	MCSE '03	70-293	Microsoft Windows Server 2003 Network Services Planning and Maintenance	LLMS0015
	MCSE '03	70-298	Microsoft Windows Server 2003 Network Security Design	LLMS0013
	MCSA '03	70-292	Updating Microsoft Windows 2000 MCSA Skills to Windows Server 2003	LLMS0008
	MCSE '03	70-292/70-296	Updating Microsoft Windows 2000 MCSE Skills to Windows Server 2003	LLMS0009
	MCSE '03	70-284	Microsoft Exchange Server 2003 Administration and Maintenance	LLMS0020
	MCDBA	70-228	Microsoft SQL Server 2000 Installation and Administration	LLMS0021
	MCTS: DBA	70-431	Microsoft SQL Server 2005 Implementation and Maintenance	LLMS0022
	MCSE	70-216	Microsoft Windows 2000 Network Infrastructure Implementation and Administration	LLMS0004
	MCSE	70-220	Microsoft Windows 2000 Network Security Design	LLMS0005
	MCSE	70-219	Microsoft Windows 2000 Active Directory Design	LLMS0002
	MCSE	70-221	Microsoft Windows 2000 Network Infrastructure Design	LLMS0006
	MCSE	70-217	Microsoft Windows 2000 Active Directory Implementation and Administration	LLMS0003
	MCSA/E	70-270	Microsoft Windows XP Professional Administration and Maintenance	LLMS0016
	MCSA/E	70-210/70-215	Microsoft Windows 2000 Professional and Server Installation and Administration	LLMS0017
	MCDST	70-271	Supporting Microsoft Windows XP Client Operating Systems	LLMS0019
	MCDST	70-272	Supporting and Troubleshooting Applications on Microsoft Windows XP	LLMS0018
	Network+	N10-003	CompTIA Network+ 2005	LLCT0006
CompTIA	A+	220-601	CompTIA A+ Certification: Essentials	LLCT0007
	A+	220-602	CompTIA A+ Certification: IT Technician	LLCT0008
	Project+	PK0-002	CompTIA Project+	LLCT0004

	Security+	SY0-101	CompTIA Security+	LLCT0005
	SSCP	SSCP	Systems Security Certified Practitioner (SSCP)	LLIS0001
	CISSP	CISSP	Certified Information Systems Security Professional (CISSP)	LLIS0002
PMP	PMP	PMP	Project Management Professional Certification (PMP) 2005	LLPM0003
	N/A	N/A	Superior Project Management (SPM)	LLPM0001
	CAPM	CAPM	Certified Associate in Project Management (CAPM)	LLPM0002

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